



**Position:** Service Mechanic – Westhills Location

Ridley's Cycle opened in 1945 following Harold Ridley's return from WWII and has been family-owned and operated ever since. Ridley's Cycle's mission is to serve every type of rider in all our communities while offering the same kind of atmosphere Harold provided.

Ridley's Cycle is seeking a motivated individual who is excited by a job where no one day is the same. You will be working at our Ridley's Cycle Westhills location, where you will be a Service Mechanic, assist with the daily workload of scheduled service and complete new bike builds when necessary. This candidate would demonstrate characteristics like self-motivation, strong interpersonal skills, and excellent written and verbal communication skills.

**Description**

You will be responsible for troubleshooting problems to determine the best course of action to get our customers back riding again. You will build new bikes, install cool accessories, and keep our customers on two wheels. The Service Mechanic will demonstrate exceptional problem-solving skills, have strong communication skills with customers and other employees, and provide exceptional customer service.

**Primary Duties**

1. Diagnose and repair mechanical and electrical issues on all bicycle types
2. Perform routine maintenance tasks such as wheel truing, brake adjustments, and drivetrain cleaning
3. Diagnose and repair e-bikes using manufacturer tools and software.
4. Perform updates and new firmware installations
5. Perform basic suspension service
6. Provide customers with detailed explanations and recommendations for services
7. Provide detailed W/O notes on recommended bike care, maintenance schedules, or recommended upgrades
8. Identify and resolve unique or rare mechanical challenges and be innovative with non-standard repair requests
9. Maintain detailed records for warranty purposes
10. Maintain shop organization and cleanliness
11. Keep track of shop supplies and notify the Service Manager or Admin when they need to be ordered.
12. Keep track of shop tools and benches and notify when replacements may be needed
  - a. Proper use of tools
  - b. Placement of tools
13. Assist with the completion of the daily task list
14. Assemble new bikes as needed
15. Train and mentor junior and new mechanics
16. Maintain education and training on new Bike technology

**Performance Outcomes**

- Maintain required training
- Positive attitude
- Excellent customer outcomes
- Maintain an 85+ NPS
- Coachable
- Reply to emails within 24 hours (excluding days off)

**Skills and Qualification**

- 2+ Years in Bicycle industry
- 2+ Years as a mechanic
- Excellent verbal and written communication skills
- Expert on POS (Ascend)
- Efficient in using Vendor B2B
- Customer service experience

**Working Conditions**

- 5 days per week, 8 hrs/day. 30-minute unpaid lunch break and one 15-minute paid break
- Ability to lift 50 lbs., carry and stack boxes up to 50 lbs.
- Able to stand, walk and sit for extended periods

**Compensation**

- Dependent on experience
- Efficiency Bonus eligible
- Paid vacation/year – Vacations longer than one week in duration should be taken between October and February
- Eligible for Health Benefits following the probationary period