



Service Technician – Full time or Part Time

Schedule: A combination of weekdays with hours 10:00am -6:00pm & Saturday 9:45am-5:15pm

Job Summary

A Bicycle Doctor Nordic Ski Shop service technician helps our customers with immediate bicycle, cross country ski and roller ski repairs and scheduled service work. Service technician will work in a fast-paced environment during peak times, and provide support to managers during periods of down time. Day-to-day tasks vary based on the season and customer flow. Service technician must quickly adapt to constant change of pace.

Responsibilities and Duties

- Perform opening/closing duties
- Perform essential sales tasks through our point-of-sale system, including creating work orders, updating work orders, and contacting customer with repair statuses
- Perform bicycle repairs ranging from simple flat repair to more complex tune ups
- Perform bicycle and ski repair estimates
- Assemble new bicycles and e-bicycles
- Install cross country ski bindings on skis and roller skis
- Perform Cross Country ski waxing
- Communicate with customers and vendors by phone, email, and in-person
- Coordinate with staff to support customers across sales/service/warranty operations
- Continue product education through industry provided resources (web based)

Qualifications and Skills

- Ability to perform bike repairs/ski repairs proficiently and educate customers about the process
- Friendly and relatable to all types of customers
- Ability to communicate efficiently, thoroughly, and in a professional manner with customers and with the rest of the shop staff
- Ability to learn technical skills required to perform service tasks
- Ability to listen to a customer's story, empathise with their experience, ask related questions and guide the customer to a solution



- Ability to diagnose technical problems and provide solutions to customers in relatable, easy-to-understand scenarios, using facts to support diagnosis
- Ability to multitask. Service technician may be called upon to help multiple customers at one time and accomplish smaller tasks in between repairs
- Ability to operate a computer at a basic level is fundamental for working within the point-of-sale system to perform essential sales tasks

Ideal Candidate

Bicycle Doctor is a shop renowned for high quality of service, bicycle and cross country skis fitting, and for its friendly, welcoming atmosphere. Our ideal candidate won't know everything or have every product spec memorized, but has the ability to problem solve quickly and the know-how to find the correct information with a graceful attitude. We rely on our service technicians to learn through our online resources, by observing, and asking questions. Candidates with active lifestyles and enthusiasm for the outdoors will be able to provide the best experience-based advice to customers. Above all, it is most important to have an awesome attitude that creates a positive first and lasting impression.

Benefits: To be discussed during the interview.

How to apply: Submit Cover Letter and Resume to Maciej Nowak, General Manager at maciej@bikedr.com