



**POSITION TITLE: Bicycle Technician-Level 2**

**DEPARTMENT: Service Center**

**REPORTS TO: Store Manager**

**ABOUT US:** Bingham Cyclery is a community of bike shops committed to creating a welcoming and inclusive environment for all customers and staff. Our goal is to break down barriers and ensure that everyone, regardless of riding skill, mechanical knowledge, or background, feels comfortable and valued in our bike shops.

**POSITION SUMMARY:** The Level 2 Bicycle Technician is responsible for delivering high-quality bicycle maintenance, repairs, and custom builds, with a focus on electric bikes and advanced mechanical services. This role requires exceptional mechanical skills, attention to detail, and a strong commitment to customer service. The technician will guide the service process, manage work orders, and contribute to a clean, efficient, and safe work environment.

**KEY RESPONSIBILITIES:**

*Service and Repair:*

- Perform advanced tune-ups, including:
  - Complete drivetrain cleaning and lubrication.
  - Inspect and adjust all major systems (brakes, gears, bearings, wheels).
  - Align and adjust derailleurs, brakes, and shifters.
  - Replace worn or damaged components as needed.
  - Perform safety checks and test rides to ensure optimal performance.
- Complete complex bike builds, including custom builds from the frame up.
- Handle advanced repairs, including:
  - **Suspension Service:** Perform full suspension overhauls, including fork and shock rebuilds, tuning, and adjustments for all suspension types.
  - **Hydraulic Brake Maintenance and Installation:** Complete brake bleeds, caliper alignments, rotor replacements, and full hydraulic system installations and diagnostics.
  - **Internal Hub Service:** Conduct complete overhauls, bearing replacements, and gear servicing for all types of internal hubs, including e-bike specific systems.
  - **Bearing Overhauls:** Disassemble, clean, inspect, and replace bearings in hubs, bottom brackets, and headsets to ensure smooth and safe operation.
  - **Accessory and Component Installation:** Install and adjust components such as drivetrains, handlebars, pedals, fenders, racks, and lighting systems.
  - Frame alignment, facing, and chasing
  - Wheel building, spoke installation, and truing
- Ensure all repairs and builds meet Bingham Cyclery's quality standards.

*Customer Service:*

- Write work orders based on thorough analysis and provide accurate cost estimates.
- Address customer service and warranty issues professionally.
- Plan and lead special events or workshops, both for customers and staff.
- Provide education to customers on bicycle products, accessories, and safety.

*Operations and Training:*

- Adhere to all Bingham Cyclery service processes and protocols.

- Complete mandatory training, including in-store, online, and off-site sessions.
- Organize supplies and maintain a clean, efficient workspace.
- Monitor productivity and provide feedback to tech staff.
- Support daily store operations, including restocking, cleaning, and merchandising.

**QUALIFICATIONS:**

- Minimum 2 years of professional bike shop experience with a wide variety of bicycles.
- Proficient in repairing both new and vintage bicycles.
- Strong organizational skills and attention to detail.
- Comfortable using computer systems; Lightspeed Cloud POS experience preferred.
- Capable of lifting and carrying up to 100 lbs regularly.
- Self-motivated, team-oriented, and able to thrive in a fast-paced environment.
- Additional language skills (Spanish or other) are a plus.

**Wage:** \$14.00-\$17.00/hour, Park City Range: \$15.00 -\$20.00

**Benefits:** Use of rental bikes, Employee Purchase perks and for full time employees - Health Insurance stipend after 30 days

**Location(s):** Bingham Cyclery

**Application Instructions:** Complete online job application

(<https://www.binghamcyclery.com/about/application-for-employment-staff-pg1412.htm>) AND email your resumé with a list of three professional references to [jobs@binghamcyclery.com](mailto:jobs@binghamcyclery.com)