



Title: Shop Mechanic

Purpose: To build, repair, service and salvage bicycles for the retail operation.

Required Hours: Part-time/hourly position); Retail shop hours are Tuesday-Friday 12 p.m. – 6pm), Saturdays (10am – 6 pm). May be requested to assist with Build Nights held weekly and Garage Sales held one Sunday afternoon per month. Hours may vary seasonally due to the volume and needs of the retail shop but this position is currently for 25 hours per week. Additional assignments, such as leading a class, may be available. Separate compensation will be offered for these assignments.

Primary Duties:

In your role, you will assume responsibility and accountability to:

- a. Ensure timely completion and quality of service repairs;
- b. When available build, repair and clean bicycles from the donated inventory in a cost-effective manner, ensuring both the quality and safety of the bicycles re-sold in the retail shop
- c. Provide training assistance to apprentices and volunteer mechanics on an as needed basis
- d. Ensure that all customers' requests and questions are properly addressed in a timely manner
- e. Operate the POS system and be knowledgeable in the physical management of the merchandise
- f. Maintain a clean and organized workbench and service area
- g. Salvage parts from the donated inventory of bicycles on an as needed basis
- h. Additional duties as assigned in the retail operation

Expectations:

You will be expected to creatively and consistently deliver superior customer service and at all times you will be mindful of conducting **Freewheelin' Community Bikes'** business with tact, integrity and uncompromising ethics.

- Understanding and utilizing processes, software and organization's mission;
- Promoting ideas and techniques that will enhance the organization's efficiency;
- Adhering to the values and guiding principles of Freewheelin' Community Bikes.

Physical Requirements:

- Some lifting up to 50 lbs will be required and the ability to bend, stand, and file
- Must be able to stand for extended periods of time

Work Environment:

- Retail bicycle shop and store front
- This role will require time spent in the warehouse space

Qualifications:

- Highly experienced and competent in all areas of bike mechanics
- 1-5 years of work experience in a professional bike shop; specifically the area of bike mechanics
- Demonstrated organizational skills and attention to detail
- Strong oral and written communication skills
- Ability to empathize and a passion for helping people in difficult circumstances
- Positive and respectful to all in words and in deeds
- Understand and foster the working relationship between the retail and educational parts of the organization
- Familiarity with retail POS systems and computer proficiency

Directly reports to: Director Retail Sales Operations