



River Mill Cycles
615-9 Hampton Pointe
Hillsborough, NC 27278
919.298.2901

About River Mill Cycles

River Mill Cycles is a Bicycle Retailer located in Hillsborough, NC. At River Mill Cycles, our mission is to provide honest, high-quality service to every rider, from beginners to seasoned cyclists. We are committed to creating an inclusive and welcoming space where everyone can enjoy the ride—whether for fun, fitness, or performance. Through expert service, community involvement, and a passion for cycling, we strive to make every experience on two wheels better, more accessible, and more enjoyable.

About the position

We are looking for a skilled and detail-oriented **Bicycle Technician** to join our team. The ideal candidate will have experience working on a wide range of bikes, from road and mountain to e-bikes and commuters. If you love working with your hands, take pride in quality craftsmanship, and enjoy sharing your knowledge with customers, we'd love to hear from you!

Responsibilities

- Perform repairs and bike builds
- Diagnose and troubleshoot mechanical and electronic issues
- Communicate with customers to help them understand estimates, repairs and options
- Document work using Lightspeed POS
- Perform repairs for on-time delivery of repaired bicycles
- Communicate part/supply needs for customer repairs and replenishing shop supplies
- Ensure a clean and organized work environment in the shop and storage areas
- Participate in community outreach events such as Charity Rides, NICA Races, etc
- Use in shop communication tools
- Assist in helping customers with the purchase of bikes, parts and accessories

Qualifications

- Must have an enthusiastic attitude and demeanor
- Must enjoy talking with customers about cycling products and repairs
- Previous experience as a bicycle mechanic or technician
- Experience in a customer service oriented position
- Excellent communication and conflict resolution skills
- Proficient use of typical office software
- Proficient use of Lightspeed POS (or similar software)
- Must be organized
- Desire to participate in a collaborative work environment
- Ability to work on the weekends and holidays

Compensation

- Competitive pay based on experience - Recognized by Orange County as a Living Wage Employer
- Employee discounts on bikes, gear, and accessories.
- Opportunities for professional development and certifications.
- A fun, inclusive work environment with a passionate cycling community.
- Flexible scheduling options

If you're excited about this opportunity, we'd love to hear from you! Stop by the shop with your resume, email us at info@rivermillcycles.com.

Come be a part of a shop that values quality work, honesty, and the joy of cycling!