

## **Assembly Tech**

Trek Clermont is a bicycle retail establishment located in Clermont, Florida. Established in 2005 our heritage is in our constant motivation to adapt to the needs of our customers. Customers drive the success of this business. Satisfying the customers' needs is what we do. We are motivated to innovate and improve to succeed in the current and future retail environment. We are a team-oriented company that focuses on a positive culture. We believe in each other and understand that our actions represent ourselves, our team, and the company. We believe in our community and understand that we have an obligation to help improve the quality of life of our customers and our neighbors. This position requires the servicing of new and repair bicycles. This position demands extensive technical knowledge and experience along with great attention to detail. The ability to communicate with customers is imperative to meet or exceed expectations and to ultimately provide customer satisfaction.

### **Responsibilities:**

- New Bicycle Assembly (of all levels, makes and models)
- Manage an assigned workload
- Report to Manager
- Communicate to the customer with professionalism and care
- Opening and Closing Procedures
- Be passionate about cycling
- Be highly self-motivated and have a great attitude
- Work well with customers
- Work in a team environment
- Learn the proper Point of Sale practices
- Ability to keep deadlines and be held accountable
- Possess strong attention to detail and emphasis on quality
- Efficiently complete daily work schedules and tasks
- Maintain the Trek Clermont high-quality standards

### **Technician Skills:**

- Complete knowledge of bike components (names and function)
- Complete knowledge and use of mechanic tools (names and function)
- Brake installation and adjustment of mechanical/hydraulic disc brakes
- Mechanical and electronic drivetrain installation and software updating
- Cassette and freewheel installation
- Derailleur installation and adjustments
- Understanding torque values and their importance
- Installation of wheels
- Understand compatibility of bicycle componentry
- Efficient in problem solving
- Keep up to date on product knowledge, technology and service skills

Performance is measured based on the quality of bicycle assemblies and ability to solve complex problems, and the efficiency with which builds are done. Compensation is based on experience and qualifications. Increases in Compensation are determined by key metrics that measure the success of the individual, team, and company. Individual goals and metrics must be met in order to maintain position and/or increase compensation.

**Additional Requirements:**

- Attend and participate in all store meetings
- Attend and participate in marketing events
- Maintain all required training certifications
- Attend TCS (Trek Certified Service)

**Compensation and Benefits:**

- Pay Scale (starts at \$13/hr)
- Flexible Hours
- Sales and Labor Incentives
- Semi-Annual Reviews
- Vacation/PTO (Full-time)
- Insurance Stipend \$3000 annually (Full-time)
- Employee Purchase Program