

## **Service Technician**

### **Responsibilities**

*Service Technicians work in the service department. They are responsible for checking in customer bikes, carrying out scheduled and same day repair work, providing excellent customer service, and upholding the Hub's Best practices and processes for repair work. Technicians in the Minnehaha Service Area may be scheduled for repair, check-in, bike build, wheel processing or used shifts. Technicians in the West Bank Service Area are scheduled for check-in/repair; or bike build shifts, and are expected to negotiate daily tasks with their co-workers. Technicians in the Oak Street Service Area are responsible for completing technician duties & front end/sales duties pertinent to the sale of merchandise.*

### **Duties**

- Check-in, assess, and repair a wide variety of bikes according to Hub Best Practices
- Utilize POS, Humanity, G-drive and email for daily shop operations
- Complete shift work in an efficient and thorough manner
- Include clear notes on all repair tickets and properly file all tickets
- Respectfully deliver and accept guidance, feedback, and double checks related to job duties
- Respectfully communicate with customers, and co-workers across various departments
- Follow Hub policies and procedures on buying and selling used bikes and parts.
- Field service-related customer phone calls and emails
- Provide excellent customer service to people of all ages, abilities, cultures, races, colors, ancestries, sex, gender identities, income levels, sexual orientations, religions, and riding styles.
- Be aware of & monitor individual biases in all interactions
- Perform cashier duties, including opening & closing procedures (count cash drawer, making note of any discrepancies)
- Maintain the service area's appearance and organization throughout each shift
- Follow Hub policies for processing warranties, special orders, used inventory, and sales
- Stock service department parts; follow O/R procedure to reorder low-inventory products
- Keep yourself and co-workers accountable to Hub policies & practices via direct communication and peer reviews
- Familiarize yourself with and follow Hubs norms and policies as outlined in the Official Hub Handbook

### **Desired Skills & Qualifications:**

- Previous experience as a mechanic in a professional bike shop
- Knowledge of bicycle repairs and diagnostics of a wide range of bicycles
- Customer service experience
- Ability to multi-task in a busy and fast paced service department
- Consistent attention to detail, follow through, and a methodical approach to service
- Interest in consensus-based decision making
- Effective and open communication skills and commitment to creating a welcoming environment for folks from all walks of life
- Self motivation and initiative to stay up to date with new products and technologies
- Multilingual language skills

### **Time Commitment**

- Late February - September, with potential for year-round employment

- Part-time to full-time hours
- General Meetings (1.5 hrs/month)
- Service Department meetings (1.5 hrs/month)
- Service Department trainings (~1.5 hrs/month)

**Compensation**

- This position qualifies as level 2 of the wage scale



