

Job Description

TITLE: BICYCLE MECHANIC	DATE PREPARED: 04/05/18
SALARY: £17,053 PER ANNUM PRO-RATA	LOCATION/ DEPARTMENT: WORKSHOP - GLASGOW
HOURS WORKED: FULL TIME OR PART TIME UP TO 37,5 HOURS MONDAY TO SATURDAY	REPORTS TO: WORKSHOP COORDINATOR

Job Purpose:

The primary responsibility is to repair, service, build and refurbish bicycles and to serve the customer. You will also be asked to help keep the workshop running smoothly at all times and to assist with the delivery of other Bike for Good services and projects.

Principal Accountabilities:

- Provide bicycle servicing and repair services, fleet servicing, bicycle refurbishing and Dr Bike services.
- Refurbishment of second hand bicycles and building new ones.
- Sales and customer service.
- Assisting with all other Bike for Good operations such as FYOB, bike maintenance classes, Glasgow Nextbike and any other new projects as they arise.
- Report to Workshop Coordinator.
- The above list is illustrative, not exhaustive. There may be a requirement to undertake additional duties, consistent with the level of the post.

Planning and Organising:

1. Give advice and information about all other shop/workshop's operations and other services to members of the public.
2. Assist with all other store operations: fleet maintenance, servicing and repairs, Dr Bike, training etc.
3. Present a professional image of Bike for Good.
4. Ensure that all customers receive an excellent level of customer service.
5. Maintain excellent standards of presentation and cleanliness in the workshop at all times.
6. Maintain and follow correct store procedures for storing bikes prior to and post repair, ensuring no damage will occur to the frame or bike components.
7. All bikes and repairs must be completed to the correct specification and conform to Revolve Accreditation.
8. Any other tasks and activities as reasonably required to fulfil the needs of the business.

KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED (THE PERSON SPECIFICATION) (E = Essential, D = Desirable)

- Ideally have at least two years' professional experience as a bike mechanic - E
- EPOS and Microsoft Office Applications knowledge required - D
- Ability to deliver great customer service and keeping quality standards - D
- Flexible, self-starter with excellent communication skills. - D
- High level of planning and organisation skills - D
- Excellent team worker and inter-personal relationships. E
- Knowledge of cycling industry - E

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- Keen interest in cycling and bikes - E
- Full Driving License - D

Special Features

None

