

Job Description

TITLE: BICYCLE TECHNICIAN	DATE PREPARED: 08/04/23
SALARY: GRADE 2	LOCATION/ DEPARTMENT: GLASGOW, BIKE FOR GOOD
HOURS WORKED: VARIABLE DEPENDING ON YOUR CONTRACT OF EMPLOYMENT (INCLUDES OCCASION EVENINGS AND WEEKENDS)	REPORTS TO: WORKSHOP COORDINATOR / DEPARTMENT LEAD
Job Purpose: <p>As a Bike for Good work colleague, you will be part of our vision for a healthy and inclusive environment where everyone in the community benefits from more people cycling.</p> <p>Reporting to the Workshop Coordinator, you will have technical & retail responsibility within the Bike Shop, ensuring that your role supports the rest of the team with the day to day completion of work.</p> <p>The primary responsibility is to perform retail and workshop activities including repairs & servicing, bike refurbishing & customer service in order to deliver Bike for Good's role of providing new and second-hand parts, bikes and accessories and services.</p> <p>Developing & delivering quality standards & professionalism is a key priority and ensuring that Bike for Good's commitment to delivering prompt and professional customer service is achieved at all times.</p>	
Values: <ul style="list-style-type: none">● Passionate - about cycling as a tool for positive change.● Supportive - of our team and our communities, empowering people and nurturing a collaborative work environment.● Environmentally aware - to protect and preserve the environment for the benefit of all.● Expertise – continuously develop your skills and share them with our volunteers and staff, and the community.	
Principal Accountabilities: Operations: <ul style="list-style-type: none">● Engage with all activities such as bike refurbishing, repairs and servicing, customer service, customer donations & warehouse activities as required.● Undertake daily tasks, ensuring compliance with organisational standards set by the leadership team.● Understand & comply with all EPOS (electronic point of sale) key functions including task management, stock control and transaction processes	

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- Understand and comply with all relevant operational procedures
- Support with maintaining store environment and housekeeping standards

Controls:

- Understand & comply with Bike for Good brand standards on store set up & presentation
- Understand company policy and rules regarding Health & Safety measures and demonstrate compliance and controls
- Compliance with all till and cashing up controls, adhering to UK GDPR at all times
- Comply with the booking & communication process for services and repairs
- Consistently meet agreed refurbishing and servicing targets
- Understand and comply with Revolve Reuse standards at all times
- Use workshop tools, machinery & assets safely and keep work areas safe and organised

Sales:

- Understand & deliver an exceptional customer experience
- Advise and recommend products and services to suit customer need and budget
- Understand product & service features and benefits, upselling where appropriate
- Understand merchandising guidelines to ensure effective product displays

Teamwork:

- Understand your individual role and responsibilities and how they impact the team
- Support and engage with the team and act as a role model
- Demonstrate positive communication at all levels, building good working relationships within the team
- Understand and actively engage with relevant Bike for Good digital communication & task management solutions including Google Workspace: (Chat, Gmail), BreathHR & Atlas.

The above list is illustrative, not exhaustive. There may be a requirement to undertake additional duties, consistent with the level of the post, as directed by leadership.

KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED (THE PERSON SPECIFICATION)

(E = Essential, D = Desirable)

Essential:

- Minimum of 2 year's experience as a bike mechanic in a professional setting or Cytech Level 2 qualification (or equivalent)
- Understand how to correctly & efficiently refurbish, assemble and check all types of bikes, undertake repairs and various levels of service .
- Understand and comply with all health and safety procedures.
- Understand & demonstrate exceptional customer service.
- Excellent organisation and time management skills.
- Able to prioritise tasks effectively & meet deadlines .
- Able to carry out technical work to a high standard.

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- Eagerness to analyse & solve problems, taking ownership to resolve them.
- Ability to pay close attention to detail, juggling multiple tasks at once.
- To have a passion for cycling and inspiring people to cycle.
- Enthusiastic and dynamic yet collaborative team player with a high degree of integrity and personal responsibility.

Desirable:

- Experience of EPOS(electronic point of sale) & digital tools

This Job description is current at the date of issue. As and when the work for Bike for Good develops or changes so the areas of responsibilities may be subject to change and the job description reviewed. Such changes would in the first instance be made in consultation with the post holder.

Employee Signature

Print.....

Date.....

Manager signature.....

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