



OUR COMMUNITY BIKES

Senior Mechanic & Floor Lead – Job Posting

Our Community Bikes promotes the use of bicycles as a healthy, affordable and environmentally sound form of transportation. Our full service shop is open four days a week. The other three days and evenings are reserved for programs including Do-It-Yourself Stands, Women Trans Queer Night, and Bike club. We offer education in mechanical skills to empower people and to enable their access to community services and opportunities. This includes significant 'on the job' training for people who are underrepresented in the industry (Women, Trans, Queer, people with disabilities) to build their mechanic skills.

Summary of Position

The Senior Mechanic & Floor Lead is part of the senior leadership team. This senior mechanic role undertakes day to day service shop activities and supports flow coordination by serving a variety of roles to encourage and support the team. Key responsibilities include receiving and completing work orders, convening staff at the start and end of their shift, supporting staff with challenges that arise including mechanic troubleshooting, mechanic training, time management, helping with work flow, and service quality control. This role coordinates with two other floor leads and reports to the Shop Manager.

Responsibilities:

- Provide leadership while on shift;
 - Convene group for check in and check out;
 - Supporting with specialized point of sale transactions (e.g. creating gift cards and special orders),
 - Takes responsibility for daily shop maintenance tasks (incl.open/close procedures, phones, emails etc);
 - Keep tabs on lightspeed work orders and builds;
 - Specific role will be determined in discussion with other floor leads and shop manager (e.g. Assessment Mechanic, Quality Control Coordinator);
- Site maintenance oversight as needed;
- Customer conflict & incident response follow up as needed;
- Ongoing feedback and mechanic skill mentorship for staff, especially Women, Trans, Queer mechanics.
- Support day to day shop operations including:
 - Assess bikes for repair and advise on bike related questions;
 - Refurbish and repair bicycles;
 - Responsible for final safety reviews and advanced mechanical problem solving
 - Greet and assists customers;

- Sell used and new bicycles and parts;
- Receive and process bicycle donations;
- Work with volunteers;
- Process Point of Sale transactions;
- Attend monthly staff meetings, participate in committees as needed;
- Follow and help establish shop policies & procedures;
- Coordinate / works at off-site events, leads courses and in house programs, and
- Other duties as required.

Required Qualifications:

- Minimum 5 years bike mechanic experience
- Mechanic competencies as per OCB's [Mechanic Skill Levels](#)
- Open and receptive to feedback
- Strong communication skills, customer service and people skills
- Commitment to supporting our mission and strengthening our organization through general promotion
- Strong organizational skills and ability to prioritize while managing multiple projects
- Self-motivated, competent, confident, empathetic, and cool under pressure
- Ability to work collaboratively with colleagues, youth, and volunteers
- Ability to multitask in a loud, busy, and demanding (but fun!) environment
- Clear interest in and understanding of anti-oppression framework

Competencies:

- Repairs work orders unsupervised. Able to train and supervise fellow mechanics;
- Consistently complete Annual Tune under 2 hours, complete bike builds within 4 hours;
- Able to follow instructions and protocols (not attached to their own ways of doing things);
- Humble and collaborative effectively giving feedback to the benefit of the team.

To Apply:

Send your resume and cover letter to hr@pedalpower.org, including:

- Why you are interested in this position
- How your experience makes you a good match

Compensation:

\$21-27/hour commensurate with skills and experience. Benefits include: Paid lunches, extended health coverage, tips, and an annual professional development fund.

Position will be open until filled.

PEDAL seeks staff who reflect the diverse community we serve. Individuals typically underrepresented in the bicycle mechanics industry are highly encouraged to apply including people of colour, indigenous people, queer people, trans people, women, people living with disabilities, and/or mental health variations.