OUR COMMUNITY BIKES

Senior Mechanic & Floor Lead
Part Time (24-32 hours/week)

Our Community Bikes promotes the use of bicycles as a healthy, affordable and environmentally sound form of transportation. We offer education in mechanical skills to empower people and to enable their access to community services and opportunities. We do this through four main programs; (1) Our Community Bikes store front, cycling education resource centre, and full service shop social enterprise, (2) Bike Club youth program which provides maintenance and riding opportunities, (3) Pedals for the People which provides free bikes, parts, and repairs for people who face financial barriers, and (4) Gear-Up, a youth employment training program.

Summary of Position

Our Community Bikes is hiring a Senior Mechanic & Floor Lead to expand our service shop capacity and join our senior leadership team. This individual will participate in day to day service shop activities, support programming, and encourage organizational flow. Key responsibilities include receiving and completing work orders, mentoring staff through challenges that arise including troubleshooting, mechanical training, time management, 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;
    - Take responsibility for daily shop maintenance tasks (incl.open/close procedures, phones, emails etc);
    - Support with specialized point of sale transactions (e.g. troubleshooting POS issues, working with inventory coordinator to keep track of special orders);
    - Keep tabs on service tickets to ensure timely completion;
- Serve as primary mechanic for e-bike services: assess e-bikes, complete repairs, and train other staff to complete work orders on e-bikes;
- Site maintenance oversight as needed;
- Customer conflict & incident response intervention and follow up as needed;
- Ongoing feedback and mechanic skill mentorship for staff;
- Support day to day shop operations including:
    - Assessing bikes for repair and advising on bike related questions;
    - Refurbishing and repairing bicycles;
    - Responsibility for final safety reviews and advanced mechanical problem solving;
    - Greeting and assisting customers;
    - Selling used and new bicycles and parts;
    - Receiving and processing bicycle donations;

    - Working with volunteers;
    - Processing Point of Sale transactions;
- Attend monthly staff and floor lead meetings, participate in committees as needed;
- Follow and help establish shop policies & procedures;
- Coordinate / work at off-site events, lead courses and in house programs;
- Other duties as required.

Required/Desired Qualifications:

- Minimum 5 years bike mechanic experience;
- Mechanic competencies as per OCB's Mechanic Skill Levels;
- Minimum 2 years direct experience with e-bike maintenance and service;
- Strong communication skills, conflict resolution, 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 environment;
- Clear interest in and understanding of anti-oppression framework;
- Proficiency with languages other than english considered an asset.

Competencies:

- Complete work orders unsupervised. Able to train and supervise fellow mechanics;
- Consistently finish Annual Tune in under 2 hours, full bike refurbishment within 4 hours;
- Able to follow instructions, shop protocols and procedures (is not exclusively attached to their own ways of doing things);
- Humble and collaborative: is both open and receptive to feedback and effective in 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 and how your experience makes you a good match.

Compensation:

$27.71-34.35/hour commensurate with skills and experience. Benefits include: Paid lunches, extended health coverage cost shared, 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.