

Service Tech II

(2 years experience required)

ABC Bicycles is a bicycle retail establishment located in St. Petersburg, Florida. Established in 1958, our heritage is in our constant motivation to adapt to the ever changing needs of our customers. Customers drive the success of this business. Satisfying the customers' needs is what we do. We are motivated to innovate and improve in order to succeed in the current and future retail environment.

We are a team-oriented company that focuses on a positive culture. We believe in each other and understand that our actions represent ourselves, our team and the company. We believe in our community and understand that we have an obligation to help improve the quality of life of our customers and our neighbors.

This position requires the servicing of new and repair bicycles. This position demands extensive technical knowledge and experience along with great attention to detail. The ability to communicate with customers is imperative in order to meet or exceed expectations and to ultimately provide customer satisfaction.

Responsibilities:

- Servicing/repairing bicycles of all ages/types/brands
- New Bicycle Assembly (of all levels)
- Manage a personally assigned workload
- Report to Service Manager and Store Manager
- Communicate to the customer with professionalism and care
- Opening and Closing Procedures
- Inventory Cycle Counts

Expectations:

- Be passionate about cycling
- Be highly self-motivated and have a great attitude
- Work well with customers
- Work in a team environment
- Learn the proper Point of Sale practices
- Be comfortable stepping out onto the sales floor and closing sales
- Ability to keep deadlines and be held accountable
- Have experience with all ages and types of bicycles
- Possess strong attention to detail and emphasis on quality
- Efficiently complete daily work schedules and tasks
- Maintain the ABC Bicycles high quality of standards
- Be comfortable with accountability of sales goals and performance metrics
- Continually update skills and techniques maintaining/ repairing bicycles

Required Bicycle Mechanic Skills:

- Highly skilled in diagnosing and fixing all types of repair issues
- Diagnosis, overhaul of bearing in headsets, bottom bracket and hubs
- Brake installation and adjustment of mechanical/hydraulic disc brakes
- Bleeding of hydraulic brake systems
- Mechanical and electronic drivetrain installation and software updating
- Cassette and freewheel installation
- Derailleur installation and adjustments
- Bicycle builds, including high end bicycles
- Understanding torque values and their importance
- Installation and trueing of wheels
- Complete wheel building
- Understand compatibility of bicycle componentry
- Perform Service Packages in a timely and efficient manner
- Understand how to assign, interpret and review personal work order load
- Efficient in problem solving
- Keep up to date on product knowledge and the latest technology

Performance is measured based on the quality of repairs, ability to solve complex problems, and the efficiency with which repairs are done.

Compensation is based on experience and qualifications.

Increases in Compensation are determined by key metrics that measure the success of the individual, team, and company.

Individual goals and metrics must be met in order to maintain position and/or increase compensation.

Additional Requirements:

- Proficient in Microsoft Word and Excel.
- Attend and participate in all store meetings
- Attend and participate in marketing events
- Maintain all required training certifications
- Attend TCS (Trek Certified Service)

Compensation and Benefits:

- Pay Scale (\$12-\$16)
- Sales and Labor Incentives
- Semi-Annual Reviews
- Vacation/PTO
- Insurance Benefits
- Strong Team Atmosphere