

## Job Description

Job Title: **Mechanic and Workshop Lead (3-4 days per week)**

Job Purpose: The primary purpose of this role is to ensure that our hire fleet is maintained, serviced and repaired to a very high standard and all bikes are fully operational. You will be required to take on servicing and repair work, manage demand and customer expectations. We are looking for a member of the team that is comfortable working alone, can take organisational responsibility for the workshop and is able to follow up on any warranty issues with suppliers. Our workshop is open and so this role is customer facing, you will need to be able to communicate with customers in a polite, friendly and effective way. You will need to serve customers, hire out bikes, answer phones and follow up on queries where demand requires.

Duties:

- Clean, service and safety check hire fleet
- Follow up any more complex repairs to ensure all bikes are running to high standard as quickly as possible
- Keep workshop space and tools organised and efficient
- Take on customer repairs and servicing
- You will need to be comfortable working alone and making decisions
- You will need to facilitate hire and serve customers when other staff members busy
- To ensure that all health and safety process and procedure is adhered to by yourself, other staff members and the public
- Adhere to shop standards and priorities documents
- To perform any other reasonable task requested by your line manager
- You'll need to be happy working weekends, our busiest time

## Person Specification

Essential Skills and Experience:

- Highly competent cycle mechanic
- Able to efficiently strip and rebuild a mountain bike to a high standard
- Including:
  - o Disc brake bleeding
  - o Bottom bracket service/replacement
  - o Hub servicing and wheel truing
  - o Basic suspension service
  - o Bearing replacement
- Able to organise, prioritise own workload to meet specific goals

- Polite, friendly, and approachable manner

Highly Desirable:

- Experience in a professional workshop
- Formal qualification in bike mechanics
- Ebike qualified
- Experience of customer facing retail / service
- Experience in leading a team

Please apply by submitting your CV and covering letter explaining why you think you would excel in this role to: [Ollie@pedalprogression.com](mailto:Ollie@pedalprogression.com)

Pay and Benefits:

- Range £12 to £16.50 per hour (PAYE) + performance based profit share
- Staff trade discounts on clothing, parts accessories, and bikes
- Amazing location with trails on the doorstep
- Growing company with scope for progression