



SIERRA BUTTES TRAIL STEWARDSHIP

550 Crescent Street, Quincy, CA 95971

www.sierratrails.org

Bicycle Technician

Employment Type: Seasonal Full Time (SFT);30- 40/hours week

Pay Rate: \$25.00-\$29.00/hr

Reports to: Manager of Service and Sales

Department: Yuba Shop

Overview of Responsibilities

The Bicycle Technician role is crucial to the operations of Yuba Expeditions. This position requires a comprehensive level of mechanic skills that utilizes an efficient methodical approach to bike building, setup and maintenance to ensure the best bike service experience.

Detailed list of responsibilities:

Yuba Expeditions

Bike Service Operations

- Responsible for repairing, maintaining, and assembling bicycles
- Installation and adjustment of all aspects common to bicycles
- Disassemble bicycles in order to repair, adjust, and replace defective parts, using proper tools
- Replace tires and/or tubes, setup and maintain tubeless systems
- Assemble new bikes to the customer's specification
- Diagnose bicycles issues and advise the client the on repair recommendations
- Adhere to documentation and reporting requirements for incomplete repairs and unsafe bicycles/equipment
- Estimate the cost of repairs and give accurate quotes to customers
- Enter service work orders into Lightspeed for all incoming repairs and process paperwork
- Communicate with suppliers and dealers as assigned by the Manager of Service and Sales
- Maintain a clean and efficient repair area
- Monitor inventory of spare parts and repair equipment and work with the Yuba management team to ensure an adequate supply is maintained at all times

- Manage the inventory and organization of your equipment, supplies and work tools

Demo Fleet

- Maintain and support a fleet of demo bikes for rental, marketing and investor tours purposes
- Assist with scheduling and preparation of demo bikes
- Monitor demo bike reservations and ensure the demo bikes are ready for use
- Assist with the build out of the demo fleet as assigned
- Support the Yuba management team in the sale of rental inventory
- Maintain demo bike fleet by keeping bikes in a clean working condition
- Maintain accurate repair and service history for each bike
- Interface with customers on proper bike setup and use while using the demo bike
- Provide all demo customers with the Yuba Expeditions safety talk before demo bike use and ensure that they have signed a waiver of liability before leaving the property

Shop Operations

- Transport shuttle passengers in the shuttle van when assigned following all shuttle driving operational procedures
- Perform opening and closing procedures to ensure the service department is ready for a full day of efficient service
- Use Lightspeed point of sales to check customers out and receive payment for goods and services
- Engage with customers by providing an exceptional shop experience and create a welcoming environment for all
- Answer phones, take messages
- Help with any customer needs or requests as needed
- Follow organization and cleanliness standards as set by the Merchandising Manager
- Promote SBTS events/membership/volunteer involvement
- Educate trail users about rules, regulations, and trail etiquette

Events and Community Outreach

- Attend events to provide repairs and technical support as assigned by the Yuba management team
- As assigned by the Yuba management team, assist with Investor Tours

Yuba Accounting Tasks

- Remit all invoices, receipts, purchase orders etc to the Merchandise Manager upon receipt for filing

The job responsibilities listed above are not an exhaustive list and Sierra Buttes Trail

Stewardship may ask for additional tasks to be performed as part of routine employment.

Essential Requirements for Employment

Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals to perform the essential functions.

Daily Physical Demands include:

- Ability to stand or sit for extended periods of time
- Use of hands to finger, handle or feel objects
- Reach with hands and arms
- Walk, climb, or balance and stoop
- Ability to lift and move objects
- Ability to lift up to 50 pounds
- Ability to converse and exchange accurate information while working in the shop
- Vision ability requirements include the ability to inspect, identify, observe, and assess situational work environments both close up and at a distance.

Work Environment

- Fast paced, physically demanding work environment
- Occasional job related travel for training, meetings and/or events.
- Work with moving mechanical equipment (i.e. tools, bikes)

Minimum Qualifications

- Minimum 2 years bike service experience; Santa Cruz Bicycles experience required
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- Minimum 1 years bike shop experience
- Well versed in using MS Office, Google Drive, Word, Exel, Powerpoint, QBP.com, Shimano E-Tube
- Individuals need to be willing and able to work with peers across various offices and accomplish tasks associated with a variety of projects in any given week.

We are an equal opportunity employer; dedicated to a policy of nondiscrimination in employment on any basis including race, creed, color, age, sex, religion or national origin. In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification document form upon hire.