



## **SIERRA BUTTES TRAIL STEWARDSHIP**

550 Crescent Street, Quincy, CA 95971

[www.sierratrails.org](http://www.sierratrails.org)

# **Shop Tech**

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## **Overview of Responsibilities**

Play a key role in our bike operations! As the Shop Tech you will handle everything from tuning and repairing bikes to assembling them and diagnosing issues. Plus, you'll take care of our demo fleet, drive the shuttle, share trail knowledge, and make sure everyone's having a safe, great time.

## **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

#### Shuttle Experience

- Drive passenger van to transport customers and their gear to various locations
- Educate trail users about rules, regulations, and trail etiquette
- Share knowledge of local trails and surrounding areas
- Promote SBTS events and volunteer opportunities to shuttle passengers
- Ensure all shuttle passengers have signed the liability waiver prior to entering the van
- Assist customers on and off the van; Ensure all possessions are in customers possession prior to departure from drop off zone
- Provide for safety and well-being of passengers throughout the shuttle transportation experience
- Load/unload bikes for shuttle passengers in accordance with safety regulations
- Provide timely shuttle service; maintaining established pick up and drop off schedules

#### Van Maintenance

- Ensure van cleanliness both inside and out
- Follow procedures for pre and post trip inspections
- Ensure van fuel levels are maintained at an adequate level for all travel to and from drop off locations
- Maintain accurate fuel/service logs
- Check bike racks daily and make sure they are in proper working condition
- Report all vehicle issues to the Yuba Management Team for repair and/or replacement

#### Shop Operations

- Complete assigned shop upkeep and cleaning tasks
- Follow organization and cleanliness standards as set by the Merchandising Manager
- Assist in demo bike set up and cleaning
- Maintain inventory in compliance with established procedures
- Perform retail tasks such as cashiering, restocking inventory, and assisting customers
- 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
- Help with any customer needs or requests as needed

#### 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

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)

#### *Certifications and Endorsements*

- Valid Driver's License Required

- Must be able to pass a Driving Record Check with no moving violations in the past 3 years
- CPR/First Aid Certification Preferred

### *Minimum Qualifications*

- Minimum 2 years shuttle driving experience
- Minimum 2 years bike tech experience
- Minimum 2 years customer service experience

### Details of Employment

#### *Employment Status*

- Seasonal Part Time (SPT)
- 24 hours per week
- Reports to Yuba Shop Manager
- Yuba Department

#### *Schedule and Location Requirements*

- Established local presence within assigned project area
- Reside within the Connected Community Footprint
- Early morning, evenings and/or weekends required

#### *Compensation and Benefits*

- \$20.00-\$25.00/hr DOE
- Simple IRA
- 7 paid holidays per year
- Vacation
- Sick
- Yuba Expeditions Discount

SBTS reserves the right to cancel, revise or re-announce this position. All grant and categorical funded positions are contingent upon continued funding.

*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.*