

Lead Service Technician

Bike-On.com, Inc. was founded in 1999 and specializes in selling and servicing handcycles, recumbents, wheelchairs and adaptive cycles and equipment. Our top focus is providing best in class service to our customers, and helping those of all abilities *Bike-On!*

As the Lead Service Technician, no one day is the same as the last. In this role you'll have the opportunity to work on an array of adaptive powered and non-powered bikes + trikes. You'll troubleshoot by phone, email or in person and service all kinds of bikes. Most importantly, you'll build relationships with people who trust you to keep their bikes or their customer's bikes running flawlessly. We're looking for a teammate that loves bikes, has stellar customer service chops, a willingness to learn about the adaptive market, and a real motivation to continue building skills as a technician.

The team, our customers and dealers will be trusting you with the most complex repairs. Therefore, this role requires elevated skills in communication, leadership and problem solving.

Essential Qualifications

- 1 or more years of experience in maintenance + repair of bikes and/ or e-bikes
- Responsible for properly taking in all service requests, setting and exceeding expectations, including correctly filling out internal forms and scheduling or performing appropriate number of repairs
- Assists with bike sales by providing technical consulting, and any other bike floor duties as needed
- Strong mechanical and technical aptitude - able to perform comprehensive repairs from tightening a bolt to replacing a motor
- Track inventory levels on an ongoing basis
- Able to quickly assess issues and offer solutions
- Perform quality checks to ensure all safety standards are met prior to shipping, pick up or delivery
- Follow processes to log and track maintenance and service records
- Maintain excellent warehouse organization and set example for teammates
- High responsiveness and attention to detail
- Speak authoritatively on technical matters as they relate and pertain to our bicycles; be the expert
- General cleanliness standards are set at opening, maintained throughout the day, and reset at close of business
- Work with external partners such as mobile bike shops or organizations to provide guidance or instructions on service issues
- Become a service expert for our top brands
- Work with our vendors service or product departments on service and warranty issues
- Wheel building and truing experience preferred but not required

What you'll bring to the team

- Positive and team-focused mentality
- Strategic Problem Solving
- Self-motivation
- High level of organization
- Willingness to pitch in on any task and a drive to help in any way you can - even on the toughest, busiest day
- Fantastic hospitality and customer service skills
- Great listening skills
- Top-notch communication skills
- Impressive attention to detail and a love for tinkering until a solution is found
- Eagerness to learn the ins and outs of each of our products
- A desire to continually learn proper service methods and new technologies
- Regular, dependable attendance and punctuality
- A valid driver license and acceptable driving record
- Ability to lift up to 60 lbs and be on your feet for the entirety of a shift

Additional Details

- Job-Type: Full Time
- Compensation: Salary based on experience
- Education: High School Diploma required / Bike Mechanic Certification or equivalent work experience
- Benefits
 - 2 weeks of PTO and 6 paid holidays per year
 - Health Insurance