

JOB DESCRIPTION

Job Title: Bike Mechanic

Department: Cycle hire

Reporting To: Sarah Barratt

Responsible For: Cycle maintenance/hire

Location: Carsington Sports & Leisure Ltd

Starting Wage: £7.60/hr

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Qualifications:

- CYTECH - Level 2 Cycle maintenance (preferred)
- CYTECH – Level 1 Cycle maintenance/or equivalent qualification (essential)
- Full Driving License (preferred)

Skills:

- Mechanical understanding
- Good Customer Relations
- Good organisational skills
- Ability to work as an individual and part of a team

Experience:

- Bike maintenance & sales
- Customer service
- Cash Handling
- Knowledge of cycle & cycle hire industry

Main Duties:

- Ensuring all customer enquiries are dealt with quickly and efficiently, promoting first class customer care.
- Build, service and repair cycles
- Organisation of cycle fleet and ordering of parts.
- Advising customers on hire or sales
- Answer customer enquiries face to face and via the telephone/email
- Cash handling via till and credit card facilities.
- Keep cycle reception and store area tidy
- Maintain records of service/repairs for bike fleet

Secondary Duties

- Lead / assist guided cycling sessions
- Assisting senior staff with any of their daily tasks as required
- Assisting staff in other departments as required