



**Job Title:** Service Department Support Staff

**Department:** Service/Repair

**Reports To:** Head Mechanic/ Store Manager

**Summary:** Your primary responsibility is helping to ensure a smooth running service department at all times, and contribute to its success in servicing the store. Your job is to help the Service Technicians as needed. You will have janitorial duties as well as mechanical (changing flats, assembly of new bicycles, sweeping/vacuuming floors, organizing workroom/showroom, unpacking new inventory, taking out trash, cleaning bathrooms, and lunch area...etc) You will report directly to the Head Mechanic and Store Manager.

Contributes to the overall success of the company by participating in all aspects of the business. Works the sales floor as necessary in addition to working in the service department.

#### **Duties and Responsibilities:**

- Responsible for completing service, repair and bike builds to a high standard.
- Demonstrate a commitment to your staff, your peers, your supervisors and Al Petri & Sons mission, vision, and core values as described in Al Petri & Sons Employee Manual.
- You are responsible for the quality control of all bikes you work on and it is your duty to ensure that they have been correctly assembled and set-up.
- You must be at the store and ready to start work at your scheduled time (dependent on shift pattern).
- Workshop targets will be set by your Head Mechanic and Store Manager.
- At the end of the day the workshop must be swept, cleaned and tools put away ready for the next working day.
- Coordinate with Service Manager & Store Manager regarding mechanical qualifications and other technical training needs.
- In order to aid your performance and development you are required to attend all training sessions both online and in-person that have been planned for you.

\*In order to maintain the smooth running of the store at all times, a degree of flexibility is required in the role. As a Workroom Support Staff Member, you may be required to perform work not specifically referred to above. This is not to be considered a complete list of job responsibilities, and is subject to correction and revision by the Board of Directors at any time.