



Job Title: Mechanic/Service Technician

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. Maintaining high standards of assembly & service and helping to maintain cleanliness of the service department throughout the work day. The service team is responsible for building all shop floor bikes, sold bikes, and completing all service work to the highest of standards. 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 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).
- Your duties will also include helping to maintain and replenish your consumable stock within the workshop.
- To update and maintain records and track any ordered parts and warranties that you have dealt with.

Customer Service

- Achieve good customer relations by having a helpful and friendly attitude.
- Contacting customers is a key part of the role, customers should be contacted:
 - With quotes and estimates (before starting jobs).
 - With an update if more work or parts are required.
 - When there are delays completing repairs or builds.
 - When jobs are completed and ready for pickup.

*In order to maintain the smooth running of the store at all times, a degree of flexibility is required in the role. As a mechanic 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.