

Mechanic Educator



Position Description: Reno Bike Project (RBP) is seeking an experienced bicycle mechanic who can teach bike maintenance and repair as well as perform a wide range of shop activities. This is not your typical mechanic position, nor a typical shop. You will perform a wide scope of activities and wear several different hats in a fast-paced work environment. Our shop serves bicycle hobbyists, college students, Reno's homeless population, and others. We repair their bikes, answer questions, and provide excellent customer service to all. Repairs on customers' bikes represent us as a shop, so any repair must be completed to the best of your ability and the highest standards. We repair bikes of all varieties and ages.

Aside from operating a full-service repair department, our organization is committed to helping people learn bike repair/maintenance in our public workstations, where the public can utilize our tools and knowledge in order to repair their own bikes. People from all walks of life and skill levels use our shop and sometimes that can be a challenge. Patience and a good attitude are mandatory attributes. Working at RBP is an opportunity to join a close-knit and motivated group who, daily, make a substantial impact on the cycling community in Reno by educating and encouraging cyclists to be self-reliant, motivated, and knowledgeable. This position reports to the RBP Shop Manager.

Primary Duties:

- Perform bicycle repair, maintenance, and diagnostic services on customers' bicycles on a walk-in basis;
- Deliver professional, accessible, and helpful customer service to a diverse customer base;
- Support daily bike shop operations by following RBP procedures and using good judgment;
- Process service work including correctly filling out service orders, scheduling an appropriate amount of repairs and completing those repairs in a timely manner;
- Advise and assist customers with their product selection without bias;
- Develop and maintain knowledge of all merchandise to effectively assist customers with accurate information;
- Assist with bike sales and any other shop floor duties as needed;
- Maintain a clean and safe workplace;
- Help with shop maintenance and construction projects; and
- Perform other duties as assigned by the bike shop manager.

Schedule: Full-time/part-time available. **Compensation:** DOE; medical insurance provided for FT employee; 40 hours Sick Time annually and 40 hours Paid Time Off begins in second year for FT employee.

Qualifications:

- Excellent bicycle repair skills, or a desire to develop existing skills;
- Strong customer service skills;
- Spanish fluency or proficiency highly desirable;
- A self-directed, energetic, flexible, and personable attitude;
- Excellent organizational skills;
- The ability to work both independently and as part of a team;
- The ability to multi-task in a fast-paced environment and the ability to work some weekends and holidays to support business needs; and
- Managerial experience preferred.

To Apply: Submit cover letter, resume, and 3 professional/academic references to noah@renobikeproject.org, or in person at RBP.

Reno Bike Project is a 501(c)(3) non-profit community bicycle shop and resource for the Truckee Meadows committed to creating a nationally recognized, cycling-friendly community through education, cooperation and advocacy. Our goal is to be a diverse and inclusive workforce that is representative, at all job levels, of the community we serve. This position is available to all, without regard to race, color, national origin, disability, age, sex, gender, sexual orientation, political affiliation, religion, or any other status protected under the law.