



Position: Okotoks Mechanic, Service Advisor, and Builder

Ridley's Cycle opened in 1945 following Harold Ridley's return from WWII and has been family-owned and operated ever since. Ridley's Cycle's mission is to serve every type of rider in all our communities while offering the same kind of atmosphere Harold provided.

Ridley's Cycle is seeking a motivated individual who is excited by a job where no one day is the same. You will be working at our Ridley's Cycle Okotoks location, where you will be a service writer, assist with the daily workload of scheduled service and complete new bike builds when necessary. This candidate would demonstrate characteristics like self-motivation, strong interpersonal skills, and excellent written and verbal communication skills.

Description

You will be responsible for troubleshooting problems to determine the best course of action to get our customers back riding again. You will build new bikes, install cool accessories, and keep our customers on two wheels. A mechanic, service advisor, and builder will demonstrate exceptional problem-solving skills, have strong communication skills with customers and other employees, and provide exceptional customer service.

Primary Duties

1. Deliver high-quality work orders
 - a. Ensure customer expectations are communicated clearly
 - b. Exceptional notes are taken for mechanics' reference
2. Liaison between other departments and service advisors
3. Answering/coordinating service email and phone bookings
4. Communicate service times to the Sales team
5. Suggest appropriate products and packages
6. Maintain front shop organization and cleanliness
7. Submit warranty claims and keep customers up to date on timelines
8. Overlook build list and customer notifications when the service manager and build coordinator are not working
9. Locate and order parts for customers accurately with the POS system (Ascend)
10. Complete any work order and bill
 - a. Minimum of \$400 in labour during an 8hr Shift
11. Maintain shop organization and cleanliness
12. Keep track of shop supplies and notify the Service Manager or Admin when they need to be ordered.
13. Keep track of shop tools and benches and notify when replacements may be needed
 - a. Proper use of tools
 - b. Placement of tools
14. Assist with the completion of the daily task list
15. Assemble new bikes as needed

16. Build New Bikes for store inventory and customer orders
17. Install Accessories
18. Keep your work area and shop tidy
19. Process warranty claims related to new bike builds

Performance Outcomes

- Maintain required training
- Positive attitude
- Excellent customer outcomes
- Maintain an 85+ NPS
- Coachable
- Reply to emails within 24 hours (excluding days off)

Skills and Qualification

- 2+ Years in Bicycle industry
- 2+ Years as a mechanic
- 2+ Years as a Service Advisor
- Excellent verbal and written communication skills
- Expert on POS (Ascend)
- Efficient in using Vendor B2B
- Customer service experience

Working Conditions

- Tuesday – Saturday, 8 hrs/day. 30-minute unpaid lunch break and one 15-minute paid break
- Ability to lift 50 lbs., carry and stack boxes up to 50 lbs.
- Able to stand, walk and sit for extended periods

Compensation

- \$20-\$24/hr. dependent on experience
- Efficiency Bonus eligible
- 2 Weeks paid vacation/year – Vacations longer than one week in duration should be taken between October and February
- Eligible for Health Benefits following the probationary period