



Junior Bike Mechanic



Who we are

With a never-erring commitment to superior customer service, our mission is to be your bike shop for life. We are a performance-focused bike store, providing for like-minded riders and families across the Lower Mainland. We offer a great selection of bikes for all ages and almost every category of rider. It's true - we are obsessed! With bikes, with riding, with supporting our community, and delivering top notch service. Our motto guides everything we do. We do it Right. Right on Time.

The Role

Reporting to the Service Manager, the Junior Bike Mechanic is key in supporting our clients with a lifetime of cycling. The daily work includes servicing or adjusting components of bikes and e-bikes, replacing damaged parts, grom duties (unboxing bikes, clean up, recycling, assisting senior mechanics) and building up new bikes with guidance.

We are providing appropriate training in a step by step approach which allows newcomers an easy entrance and progress at their own pace.

Main duties include

- active learning about bicycle mechanics, assembly and technology
- wipe and inspect bikes before starting to service or repair the bike
- perform basic repairs such as replacing brake pads or inner tubes
- keep the service manager and head mechanic informed about any issues
- ensure the work order is completed correctly with labour and part charges
- building new bikes for sale
- keeping workshop including parts storage areas clean, tidy and safe

You

- ideally have some experience working on bikes
- have basic mechanical knowledge
- are able to use basic workshop tools as a ratchet, wrenches or pliers in an effective way
- can read and understand technical instruction manuals
- are a basic computer user (MS Office, Google sheets etc.)
- want to learn, and are enthusiastic to share your learnings with colleagues and customers
- are organized and tidy



Junior Bike Mechanic



In addition, we expect all our employees to

- be stoked about bicycles and support the n+1 principle
- actively contribute to ensuring all our customers enjoy a lifetime of cycling
- deliver exceptional customer service
- continuously search out improvements in skills through on hand learning as well as industry offered programs
- educate themselves on new procedures
- hold themselves and colleagues accountable for ensuring established standards are maintained and procedures followed
- be mindful of the health and safety of colleagues and customers
- be team players, putting the needs of the customer and the store above their own
- face conflict in a constructive manner, seeking resolutions that satisfy all
- be fluent in english - including bicycle specific vocabulary

What we offer

- a salary of \$18 - 22 / hour based on experience, with opportunity to earn more
- part time / full time employment, with options for evening shifts or weekends
- additional unpaid leave, subject to approval
- in-store discount off bikes, parts, accessories and labor
- access to manufacturer 'pro deals' for bicycles, parts and accessories
- access to our pro level bike shop for personal bike repair
- endless learning and development possibilities from a team of experts and from our partners (including Shimano, SRAM, Trek...)
- working with some of the best mechanics in the Lower Mainland
- the opportunity to become part of a successful team - enjoy a laid-back, team-focused atmosphere
- staff social events
- the opportunity to support local events and our community projects, including The Tour de Cure, Bikes 4 Tykes, and support the NSMBA with trail maintenance

We welcome applications from people with disabilities, BIPOC and racialized individuals, people of minority sexual orientation or gender identity, and others who may contribute to our organizational diversity and who share our values. To apply, please send your cover letter and resume in a single pdf file to jobs@obsessionbikes.com