



Senior Bicycle 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 Senior Bike Mechanic is key to satisfy our most demanding clients with outstanding quality. The Senior Bike Mechanic will perform complete bicycle tune-ups, servicing or adjusting of components, replacing worn or damaged parts and investigating problems to find adequate solutions. Working in this role you will likely perform the most challenging repairs and work on some of the nicest bikes available. To assure our quality expectations the Senior Bike Mechanic must thoroughly test ride each bike before releasing it.

Main duties include

- wipe and inspect bikes before starting to service or repair the bike
- consulting and informing customers of options and issues - in person, by phone, by email
- service and repair bikes in accordance to the work order provided with each bike
- providing repair and service to the highest quality level
- keep the service manager and head mechanic informed about current problems
- ensure each work order's invoice is assembled correctly with labor and part charges
- build up and finish new bikes for sale
- performing safety checks on bikes
- assisting with keeping workshop including parts storage areas clean, tidy and safe

You

- have 4+ years of experience as a bike mechanic
- can perform a range of complicated repairs on all types of bicycle from run bikes to high end road or full-suspension mountain bikes and electric bikes
- have a problem-solving mindset
- develop and maintain working knowledge of parts compatibility issues and how to find what you need
- have a basic understanding of how the bike-industry works and are interested in learning more
- are an efficient computer user (MS Office, Google sheets etc.)
- want to learn, and are enthusiastic to share your learnings with colleagues and customers
- strive for continuous improvement
- are organized and tidy

Obsession: Bikes
94 Lonsdale (at First Street)
North Vancouver, BC, V7M 2E6
Phone: 604 985 2213

Obsession: E-Bikes
382 Esplanade East
North Vancouver, BC, V7L 1A4
Phone: 604 973 1837



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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 wage of 24 - 30 \$ / hour based on experience
- full time employment - 40 hours a week, usually including one weekend day
- paid time off - minimum 2 weeks/year plus statutory holidays
- 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, BC Bike Race, Whistler Gran Fondo 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