Outdoor Adventures Bike Shop Mechanic/ Attendant Position Description

**Purpose**
This position is responsible for the daily bike rental/repair operations for the Outdoor Adventures Program, which includes inspecting bikes for patrons, presenting a quote for repairs and repairing/ tuning the bike for the patron. Another aspect of this position is to assist patrons in daily rental operations of mountain bikes and to assess the bike before/after the rental transaction. This person must be able to demonstrate effective decision-making and critical thinking skills to ensure the best customer service and safety for patrons by maintaining, cleaning, organizing, and repairing bikes. Individuals must have general knowledge of bike maintenance and be able to work collaboratively with the Outdoor Adventures and Facilities Attendant Team. This individual must be able to effectively communicate with diverse populations, demonstrate a positive and welcoming environment, and demonstrate cultural competence while representing Campus Recreation Services (CRS).

**Minimum Requirements**
- General bike mechanic interest
- Must attend all mechanic trainings
- Customer service experience

**Preferred Qualifications**
- Previous bike shop mechanic experience
- Active bike rider
- Able to perform bike repairs efficiently and adequately

**Duties and Responsibilities include, not limited to:**
- Provide customer service through: interacting with patrons, providing accurate quotes with repairs and tuning of patron’s personal bikes
- Respond to patrons ringing the bike shop doorbell in a timely manner
- Maintain a clean and tidy workspace
- Assist patrons with mountain bike rentals
- Maintain, clean, inspect and repair mountain bike rentals before and after rental process
- Report low inventory to supervisor for reordering purposes
- Assist in promoting all Outdoor Adventures events
- Must display good judgement, think independently and make sound decisions
- Understand and represent the mission of the Outdoor Adventures Program and CRS
- Assist with administrative duties as needed
- Provide a friendly, upbeat and customer service oriented environment at all times
- Effectively communicate when working with patrons, staff and supervisors
- Carry yourself in a professional manner and displays a positive attitude
- Attend regularly scheduled departmental meetings and trainings
- Adhere to all CRS guidelines
Criteria for Success:
- Ability to identify clarifying questions to ask during conversations
- Ability to analyze information from multiple sources and perspectives
- Ability to continually educate self on bike mechanics by watching instructive videos
- Ability to determine an action plan in order to achieve a goal or outcome
- Ability to utilize time management skills that will help prioritize tasks and responsibilities in a timely manner
- Ability to accept people unlike yourself
- Ability to appreciate “going the extra mile” to ensure a guest has a valuable experience

Transferrable Skills:
- Communication and Listening Skills
- Problem Solving and Critical Thinking
- Working Independently and with a Team
- Working with a Diverse Constituency
- Professional Development
- Organizational Skills
- Time/Self-Management
- Customer Service

Evaluation will be based on self, peer and supervisory evaluations.

Pay Rate: $9.75 per hour
Minimum hours you must be available to work: 10 hours per week