

**JOB TITLE: Mechanic**

Reports to: Workshop Manager

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## **The Company:**

At Balfe's it is all about people. And bikes! It is the passion, energy, and enthusiasm of all our colleagues throughout the business, which makes Balfe's a great place to work. Joining Balfe's means you will be collaborating with like-minded people, and you will have opportunities to develop your skills and experience, and plenty of career progression if you want it.

## **Bicycle Mechanic overview:**

As a Bicycle Mechanic, you are responsible for the high-quality servicing of bikes used for commute, race, and leisure activities. Providing our customers with excellent maintenance advice, to ensure they receive the full Balfe's experience. To provide regular maintenance, fix or install new parts, and otherwise repair damaged bikes for customers.

## **What you'll be doing at Balfe's:**

- Dealing with boxes bikes daily, unpacking, storing and adequately dealing with cardboard waste and recycling.
- Keep presentation of workshop to Balfe's high standards which includes merchandising and daily cleaning schedules.
- Being on hand to senior mechanics to assist with small repairs for customers (including but not limited to puncture repairs, break and gear adjustments and accessory fitting).
- Knowledge of POS systems, to be able to contact customers to arrange bike collections, via email SMS or phone.
- To keep up to date and be knowledgeable of all the brands that Balfe's Bikes carries and offers, through training and development on products, both online and in class training.
- Confidently build all bikes that Balfe's has to offer online and in store e.g., children's bike, road bikes, mountain bikes, and e-bikes to professional standards, following all company processes.
- Understand the technical aspects of the products they fit and fix in relation to how they are compatible with the objects they are designed to fit to.
- Other duties may be assigned.
- Maintain high Health & Safety standards and adhere to all Health & Safety policies.
- Follow all risk assessments and safe systems of work relevant to your role.

**Note:** This job description is not exhaustive and will be subject to periodic review. It may be amended to meet the changing needs of the business. The post-holder will be expected to participate in this process, and we would aim to reach agreement on any changes.

## **Knowledge & Skills:**

- Experience as a bicycle assembler or bicycle mechanic is preferred, however training will be provided.
- Possession of Cytech 2 or equivalent is ideal
- Excellent reliability.
- Good communication skills. Demonstrate that you are able to follow instructions in English, verbally and in writing.
- Ability to concentrate on work all day. This job requires on occasions from 8 and up to 9.5 solid hours of attention to productivity and quality.
- You must have the ability to stand and work at an assembly stand for up to 8 hours a day. You must have the ability to lift up to 50 pounds head high.
- Enthusiasm for bicycles and riding is preferred.

## **Balfe's Perks:**

- Additional allowance for working Saturdays & Sundays.
- Split shift opportunities and incentives.
- Technical training & accreditation program for mechanics and new starters.
- 28 days annual leave and other flexible holiday arrangements.
- Incentivised weekend working.
- Cycle to Work initiative.
- Trade discounts after probation for staff.
- Performance/commission bonuses.
- Brand led training courses.
- Referral bonus scheme.
- Uniform is provided.