



more, better & safer bicycling

Job Description

Position: Bicycle Mechanic

Reports to: Bike Garage Manager

The Bicycle Mechanic will work with and support our Bike Garage Manager – as part of a team that delivers top-notch professional service and education in our community Bike Garage.

About Bike Newport

Bike Newport is an exciting fast-paced leader in bicycle advocacy. We bring together people and programs to establish positive outcomes for bicycling in Newport and Aquidneck Island, and to influence statewide bicycle planning. Our goal is to get more people on bicycles for both recreation and transportation, and we make progress by focusing on three primary areas: safe road infrastructure, road sharing education, and building bicycle culture. We work with the intention to ensure equity in access, participation, and leadership, with a focus on removing obstacles to bicycling such as location, personal mobility, income, language, gender, culture, race, immigration status, and more.

All Bike Newport staff are directly involved in the organization's programs, and all staff complete training in bicycle riding, basic bike maintenance, CPR and First Aid, and anti-racism. All staff agree to follow the rules of the road, bike for transportation as much as possible, and serve as role models and advocates for safe cycling practices.

Bike Newport is an inclusive environment welcoming to all languages, gender identities, sexual orientations, races, ethnicities, abilities, and walks of life. Together, staff ensure implementation of Bike Newport's organizational values in programs, policies, and practices. Bike Newport is a certified LGBTQIA+ BRAVE Space and advances economic justice, inclusivity, livable/healthy environments, and livable/healthy lifestyles.

About This Position

Bike Mechanic Duties - working with and assisting the Bike Garage Manager:

- Diagnose, troubleshoot, and resolve problems on bikes that are brought in for service.
- Repair, assemble, and perform diagnostics and adjustments on all bicycles.
- Estimate the cost of repairs, maintenance, and other service.
- Ensure that participants are aware that all revenue supports the non-profit mission and programs of Bike Newport.
- Ensure that all participants sign in to programs and receive the Rules of the Road.
- Focus on safety and adhere to all protocols, while achieving timely turnarounds.
- Provide exemplary friendly and positive customer service.
- Maintain clean and organized work areas.

- Stay informed of ongoing Bike Newport programs and inform visitors of the availability of the programs.
- Ensure participants feel welcome, know what to expect, and have a positive experience.
- Identify and participate in continuing education opportunities both online and in-person.

Specifically:

- Perform a variety of service functions on customers' bikes, including tune-ups, rebuilds, flat tire repairs, brake/shift adjustments, brake bleeds etc.
- Install accessories on recently purchased bikes.
- Apply shop standards and follow protocols in the assembly and repair of bikes (includes tune-ups, flat tire repairs, gear adjustments, accessory installations etc.)
- Evaluate the mechanical condition of bikes and determine what is needed to properly repair.
- Assist in receiving and accurately checking in bicycle parts orders.
- Maintain shop cleanliness including bench and common workspace.
- Align wheels, adjust brakes, brake pads, adjust shifter brake cables, install tires, etc.
- Clean and maintain bicycles in our rental bike fleet.
- Clean and maintain bicycles in our bike program fleet.
- Teach proper procedures and skills to participants in Bike Newport programs.
- Selling of parts, accessories and bikes.
- Other duties as needed/assigned.

Qualifications:

- Previous experience required
- Capable of assembling basic to high-end bicycles
- Interest in working in a team environment committed to providing an exceptional customer experience
- Strong attention to detail and directions
- Ability to clearly communicate with fellow employees, volunteers, and customers in a friendly and professional manner
- Interest in advancing skills, knowledge, and career as a professional bicycle mechanic
- Ability to lift bicycles and boxes that weigh between 20-60 pounds.

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