



Job Description – Bicycle Mechanic

Reports to: Director of Operations

Bike Newport Mission: *to create the conditions that lead to more people biking more often, and to ensure that bicycling is a viable, safe, and comfortable primary choice for transportation and recreation.*

POSITION SUMMARY: Our Bicycle Mechanic will work with and support our Service Manager – as part of a team that delivers top-notch professional service in our full-service bike maintenance and repair shop. People bring their bikes to “The Annex” (Bike Newport’s fee-for service repair shop) knowing they will receive the highest quality attention, and that the proceeds from their business support Bike Newport’s non-profit bicycle advocacy and education – a double win!

WORKING AT BIKE NEWPORT: Bike Newport is an exciting fast-paced leader in bicycle advocacy. We bring together community programs and leaders 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 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, 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. 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, and trainings including anti-racism, LGBTQIA+ BRAVE Space, economic justice, inclusivity, livable/healthy environment, and livable/healthy lifestyles.

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

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

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.
- Provide customer service through direct and detailed interaction with customers at time of drop off and/or pickup following Annex protocols.
- 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.
- Follow detailed work orders to accurately complete job and paperwork.
- 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.
- Other duties as needed/assigned.

Qualifications:

- Previous experience required: at least 1 year as a mechanic or builder in a bike shop
- Possesses a fundamental understanding of e-bikes and e-bike repairs
- Capable of assembling entry level 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 other employees 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 20-85 pounds.

Compensation: \$18-\$30/hr commensurate with experience. Benefits for full-time employees include health insurance, paid time off, and a retirement plan with matching contributions.

Bike Newport seeks to reflect the rich cultural diversity of our community and encourages people from all backgrounds to apply.

We will begin interviews for this position immediately and the position will remain open until filled.

To apply for this position, please send your resume along with a cover letter explaining your interest in working at Bike Newport. You may email your application to: Allyson McCalla, Director of Operations - allyson@bikenewportri.org. We appreciate your interest in this position.

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