



At **Bushtukah**, our mission is simple: to provide our customers with quality outdoor gear and unparalleled service to help maximize their enjoyment while participating in their outdoor activities. Providing our customers with a great experience every time they walk through our doors is our goal and our staff make that happen.

Job Title: Bike Mechanic

The Job: A Bike Mechanic is a key position within the Tech Shop team. This position reports to the Tech Shop Supervisor and the Store Management and works closely with the entire retail team. Bike Mechanics work at our Stittsville (5607 Hazeldean Rd) and/or Westboro (203 Richmond Rd) locations.

Key responsibilities:

- Assembling, maintaining and repairing bikes according to specific store standards; this includes PDI (Product Delivery Inspection), completing work orders/tune-ups (quotas) on a timely basis, initiating special orders on specific bike parts.
- Ensuring excellent customer service at the counter while balancing the daily work orders.
- Providing advice and assistance in order to add value to our customer service and support the sales associates.
- Maintaining a clean and organized work area to maximize the customer experience and safety of all staff and customers.
- Mentoring and training frontline staff on bike repair processes and procedures.
- Support sales team during quiet periods in the Tech Shop by providing our customers with great customer service and solutions on the sales floor.
- Share your passion for our cycling products and the sport.
- Proactively maintain skills and knowledge.
- Complete ad hoc tasks as assigned by Head Tech/Store Manager and follow our cleaning and merchandising standards.
- Ability to provide solutions to our customers on the sales floor
- Adhere to all company policies and standards, including Health & Safety.

To be successful in this role, you'll need to:

- Desire to deliver world class customer service in a cool bike shop!
- 2-3 years of bike tech experience
- Have a mechanical aptitude. (Bike mechanics certification is an asset)
- Ability to multi-task and juggle many priorities throughout the day
- Excellent communication skills
- Manage your time and meet deadlines.
- Have a passion for cycling and bikes.
- Put customers first, listen to their needs and solve problems.
- Learn as much as you can about the products and services we offer.
- Look for ways to strive for continuous improvement... provide feedback and collaborate with the team.
- Be reliable and flexible to work weekdays, evenings and weekends.
- Show initiative to achieve priorities.
- Have the versatility to work in both the Tech Shop and on the sales floor.
- Bilingual in French and English is an asset.

Please submit a resume and cover letter to employment@bushtukah.com. **Be sure to indicate why you would make a good addition to our team and to which location you are applying (ie.Stittsville or Westboro).**

At Bushtukah, we are committed to fostering an inclusive, accessible environment, where all employees and customers feel valued, respected and supported. We are committed to providing employment in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. If contacted for an employment opportunity, please advise if you require accommodation.