

**Working Bikes (WB)  
Position Description  
Retail and Service Mechanic**

Working Bikes is a 501(c)(3) nonprofit organization that gives donated bicycles new life by redistributing them as tools of empowerment in local and global communities. Countless bicycles are discarded or sit unused in storage across the United States every year. But a bicycle is a vital tool when put to use. Bicycles can provide access to jobs, education, medical attention, and other resources—truly changing the life of an individual, their family, and their community. Since its founding in 1999, Working Bikes has recovered tens of thousands of discarded and donated bicycles from Chicago and the Midwest, and has redistributed more than 100,000 of them worldwide. Twenty-two years into its efforts, Working Bikes is more impactful than ever and is excited to continue to grow its impact.

Global Impact: Working Bikes ships thousands of bicycles each year to our partners in countries throughout Latin America and Africa, including El Salvador, Guatemala, Panama, Nicaragua, Uganda, Lesotho, Sierra Leone, South Africa, and Ghana.

Local Impact: Working Bikes has two programs to donate bikes to individuals and partner organizations in Chicago. The Cycle of Power program provides bikes, locks, and helmets to adults in need of sustainable transportation. The Cycle of Peace program provides bikes to youth. Organizations of all sizes partner with Working Bikes to offer their clients access to bicycles, including organizations addressing homeless transition, refugee resettlement, veteran support, community health, youth empowerment, and government institutions.

**Overall Description:**

A Working Bikes Retail and Service Mechanic (SM) is a supportive role for a variety of Service Department and Sales floor tasks including performing walk-in repairs or guiding volunteers/interns to do walk-in repairs, checking completed on-spot repairs from volunteers/interns, safety checking C.O.P. bicycles, assisting customers on the Sales floor. During the off season an SM may also perform Production Shop builds, or coordinate in the Volunteer Shop, as directed by the Community Bike Repairs Manager (CBRM). The SM may work alongside the Bike Shop Manager, Executive Director, Production Mechanics. The SM reports to the CBRM.

**Responsibilities**

% Time Spent	Brief description of key tasks and responsibilities
80%	Working in the service department: Making accurate repair estimates for customers refer resources for on Tunes Ups. Collaborate with the CBRM, mechanics, volunteer/interns to ensure On-Spot/Walk-in repairs are completed in a timely manner. Assist in programming with mechanical instruction. Ensure volunteers or interns appropriately strip/inspect/organize used components on sales floor. Inventory tool management: Service department and Work Stands should always be clean and organized. Notify the BSM when supplies get low.

10%	Sales: Checking customers out at the register. Making suggestions based on their intended bicycle usage and suggesting applicable accessories (lights, lock, helmet, fender etc.). Occasionally helping customers fit their bicycles.
10%	Other duties as assigned

**Qualifications:**

The abilities to multitask and be proactive in communication are key. Must be well versed in bike mechanics, and be very detail oriented while making estimates, executing repairs and when checking completed repairs. The SM could identify and train volunteers who are qualified and interested in assisting the Service Department. An SM needs to become well versed in using Lightspeed while making Work Orders and completing Sales to ensure a timely work flow and accurate inventory management. Bilingual (English/Spanish) a plus.

**PHYSICAL JOB REQUIREMENTS**

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

The SM must lift more than 50 lbs lift bicycles onto stands and work on their feet for long periods of time.

This position is an FLSA non-exempt, non-managerial position in Working Bikes. The SM reports to the CBRM.

**COMPENSATION**

Starting pay rate for a Retail and Service Mechanic is between \$18.00 and \$20.00 per hour, depending on experience and skill set. This is a full time, 40 hour per week position, paid on an hourly basis. Working Bikes offers 10 paid holidays per year, two weeks of paid vacation, and paid sick time accruing at 1 hour per 40 hours worked (6.5 days per year). After 90 days of employment, employees are eligible to join the Working Bikes healthcare plan, with 75% of monthly premiums covered by Working Bikes

*The above job description is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.*

Working Bikes is an equal opportunity employer. Working Bikes does not discriminate on the basis of race, color, national origin, sex, gender identity, religion, sexual orientation, age,

disability, parental status, veteran status, or any other protected status under applicable laws. We encourage individuals of all backgrounds to apply.

## **Service Department Mission Statement**

**The Service Department serves in the continuation and support of the Working Bikes Mission by ensuring quality standards of bike production and providing affordable and professional repairs so our community continues to pedal.**

**Our Service Department mechanics are in the front lines of the Working Bikes organization and maintain a space of skills sharing and bicycle knowledge available to the community members and volunteers. We also collaborate with Brandon's Bike Shop and Production department to improve and maintain quality standards of bicycles leaving the warehouse.**

**As the community continues to need bicycles as a mode of transportation, learning tools and source of empowerment, the service department continues to change, and adapt, becoming more than just a bike shop and continuously transforming into a community resource.**