

Country Squirrel Outfitters

Company Information

Country Squirrel Outfitters is an outdoor recreation company that offers kayak and canoe rentals, bike rentals, guided trips, educational seminars, and has a retail store (brick & mortar & online stores). We offer a variety of outdoor recreational gear and rentals for paddling, hiking, backpacking, camping, rock climbing, cycling, running, and fishing.

Position Description

Bike Technicians – Levels 1 through Expert available, based on experience

Position Type:

Full time (40 hrs./week) and Part Time (20-30 hrs. / week) positions are available. This position is seasonal (Now through Labor Day weekend). Weekend and Holiday work is required.

If you have a full time job, and are looking to only pick up weekend work, we encourage you to apply as well.

Compensation

\$8.75 - \$12.00, based on experience and grade level.

Primary duties

- Perform bike repairs within established time limits.
- Answer service questions with honesty and friendliness
- Record and report any problems on a repair to the Team Lead / Shift Supervisor, along with a quote for the repair before the work is done
- Complete sales checks and accessory installs in a timely matter.
- Know the correct procedures for doing all repairs and maintenance packages sold at CSO.
- Perform each repair thoroughly and satisfactorily to exceed customers' expectations.
- Correctly complete all paperwork and invoicing associated with repair work.
- Continue to learn about new product and repair techniques
- Assist retail staff with technical questions for bike sales and bike accessories.
- Assist retail staff with choosing the proper rental bike, and getting bike ready for rental customers.
- Help educate peers with tool use, equipment use, and technical knowledge
- Keep the bike shop clean and organized
- Provide suggestions for shop improvement to Store Owners.
- Attend staff meetings and trainings.
- Ensure that rental bikes and bikes for sale are in proper working condition.
- Develop and manage routine bike inspection for rental bikes.
- Assist and instruct customers on proper use of rental equipment.
- Other duties as assigned, based on level. Higher level positions will include more responsibilities.

Qualifications

- Must have a passion for bikes
- Previous experience working as a bike mechanic is preferred. May be willing to train a candidate, however, candidate must have a passion for bikes and have good mechanical skills.
- Strong belief in a healthy and active lifestyle.
- Minimum of a high school diploma or equivalent (current high school students will also be eligible for summer positions).
- Experience with two (2) or more of the following outdoor recreation activities: cycling, mountain biking, running, backpacking, hiking, rock climbing, fishing, canoeing or kayaking.
- Proficiency with computers
- Quality communication skills both written and oral; including the ability to understand and articulate policy and procedures.
- Good organizational skills.
- Ability to prioritize and manage several projects at one time.
- Ability and desire to work collaboratively with others.
- Ability to work in a fast paced environment and be flexible with schedules.
- Must be available to work weekends and holidays.
- Balance of a professional attitude while having fun.

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