



Street Level Cycles Bicycle Mechanic
Part time, Non-Exempt

Waterside Workshops is seeking a part-time bicycle mechanic to work in our Street Level Cycles program Saturday and Sunday, primarily staffing our retail and service shop.

Organizational Overview:

Waterside Workshops provides job-training, outdoor recreation, and wraparound holistic support for some of the Bay Area's most at-risk youth while offering services to the community including a bicycle shop and repair facility, a wooden boat building shop, bicycle and boat rentals, and a youth-run coffee shop. In our Street Level Cycles program, youth interns learn professional bike repair and customer service refurbishing used bicycles, which are redistributed back to the community as affordable, sustainable transportation.

Role Overview:

Street Level Cycles Bicycle Mechanic supports the operations of the bike shop by providing excellent customer service to the public in our retail shop and serves as a role model and instructor for youth staff and interns. This position supports all other aspects of Waterside programming by maintaining a retail and service bike shop that fosters an effective training environment for our youth. This is a dynamic role that entails assisting in other organization responsibilities as needed. Must be able to work weekends. This position reports to the Street Level Cycles Director.

Job Functions:

Primary Job Responsibilities: (80%)

Retail sales and service

- Deliver professional, accessible, and helpful customer service to a diverse customer base
- Assist customers with bicycle, bike part, and accessories sales
- Operate point of sale software and cash register
- Diagnose and estimate repair work needed on customer bikes
- Perform bicycle repair service

Secondary Responsibilities (20%)

Assist as needed with other aspects of Street Level Cycles programming:

- Process and organize bicycle donations; build and refurbish used bicycles for sale in our retail store and as donations to the community

- Instruct youth interns in bicycle mechanics and teach “soft skills” (timeliness, communication, etc)
- Assist people from all walks of life with bike repair during our weekend community Open Shop

Qualifications:

- Advanced bicycle mechanics
- Ability to lift up to 35 pounds
- Proficient with point of sale software and online ordering platforms
- Ability to work independently and collaboratively
- Is hard-working, flexible, and patient
- Passion for the mission of Waterside Workshops
- Clear, effective communication with ability to use de-escalation techniques and seek support as needed
- Background check required
- The ideal candidate will have a strong background in bicycle sales and service equivalent to 1-2 years experience or more in a professional bike shop setting

Compensation:

\$22-\$25/hour DOE

Staff receive discounts on new & used bikes and parts. Our workplace has a casual dress code.

Conditions of Employment:

Waterside Workshops is an Equal Opportunity Employer committed to assembling a diverse and talented staff. In compliance with applicable laws and in furtherance of its commitment to fostering an environment that welcomes and embraces diversity, Waterside Workshops does not discriminate on the basis of race, color, creed, religion, national origin, sex, disability, age, veteran status, sexual orientation, gender identity or expression, or marital status. Candidates of color are strongly encouraged to apply.

How to Apply:

Email your resume, cover letter, and contact information for three references to admin@watersideworkshops.org.