



Shop Mechanic, Santa Barbara

The Santa Barbara Bicycle Coalition and the Coalition for Sustainable Transportation (SBBIKE+COAST) is a medium-sized non-profit which works throughout Santa Barbara County. Our mission is to promote walking, bicycling and public transit county-wide to create healthy, sustainable, and equitable communities. We oversee events, teach pedestrian and bicycle education, encourage active transportation and advocate for safer streets. We operate three community-oriented resale, retail and self-repair bicycle shops in Santa Barbara and Santa Maria called Bici Centro. Bici Centro is designed to educate residents through bicycle repair and maintenance. In our Santa Barbara location, we have multiple do-it-yourself stations available 5 days a week and professional mechanics and volunteers who are trained to teach proper bicycle mechanics. We assist, mentor and empower all bicycle riders by offering an affordable educational service in our workspace.

Job Summary

This is an exciting opportunity to work for our Community Bike Shop and help grow our bicycle repair, maintenance and education programs in the Santa Barbara area. The primary focus of this position is to work closely with the Shop Managers, and Senior Mechanic to help maintain consistent positive outcomes for day-to-day operations. This is a part-time position that can turn into a full-time position, depending on the applicant's abilities and experience in the bicycle repair and retail industry. In addition to the mechanical aspects, this position works closely with our community and volunteers to reach a greater audience and achieve the goals related to our mission.

Successful candidates will possess strong skills in the following areas:

- **Mechanical Skills:** Proficient in using bicycle related tools, assessing mechanical related issues and repairing bicycles.
- **Organizational Skills:** Efficiency in organization, time management, and reporting.
- **Communication:** Effective, positive communication with the public and among staff.
- **Customer Service:** Supports customers by responding to a variety of questions about the shop, bicycle maintenance and repair, and products.

Location/Hours

This is a part-time position (20-25 hours/week) between the hours of 10AM-6PM Monday through Saturday with some additional hours for special events and classes. This position is based out of our shop in Santa Barbara, CA. Our offices are currently open following strict Covid-protocols.



Responsibilities

- Facilities
 - Assist in shop operations including maintaining a clean and organized shop, storage units as well as the surrounding area.
- Mechanical
 - Work with customers to properly assess repair work, create work orders and communicate mechanical needs to customers.
 - Assist in maintaining our bike fleets for the education program.
- Administration
 - Maintain accurate records to track and report weekly progress (e.g. ensuring timesheets are complete and accurate, tracking volunteers and event attendance).
 - Ensure daily that all phone calls, emails, requests, and questions are addressed professionally and in a timely fashion.
 - Provide customers with accurate estimates of repairs and costs to insure transparency.
- Coordination and Mentoring
 - Mentor volunteers by teaching proper bicycle maintenance and repair techniques.
 - Assist and encourage customers to have a good and informative experience while keeping a positive attitude.
 - Set goals with shop staff and volunteers.
 - Develop respectful and professional working relationships with volunteers, students and co-workers.
 - Coordinate with the Shop Managers, Senior Mechanic and education staff to support Summer Camps, in- and after-school programs and other events.

Preferred/Required Skills

- Proficiency in Spanish (required).
- Experience using the point of sale system (we currently use Lightspeed).
- Ability to work independently and manage multiple tasks.
- Ability to maintain accurate and timely records.

SBBIKE+COAST is an equal opportunity employer. Religion, age, gender, national origin, sexual orientation, race, or color do not affect hiring, promotion, development opportunities, pay, or benefits. SBBIKE+COAST provides for fair treatment of employees based on merit. The company complies with all applicable federal, state, and local labor laws.

Compensation: \$16 - \$20 hourly depending on experience. We offer paid time off for sick leave and vacation, a 401k investment plan and contributions towards a Health Savings Account.

To apply, please submit the following to admin@sbbike.org. (Position open until filled.)

- Cover letter including salary expectations.
- Resume highlighting relevant experience and qualifications.