

# JOB DESCRIPTION



**Job Title:** Bike Mechanic/E-Bike Tech Specialist  
**Reporting to:** Managing Director  
**Role:** Servicing, repair & maintenance lead  
**Contract:** 12-month fixed-term (initially)  
**Location:** Belfast, York Street

## Job Overview

To provide technical service to build, configure, service and maintain electric bikes. This will involve traditional mechanical bike functions as well as Electronic Bike (E-Bike) specific features. This will encompass mechanical and web-based configuration and diagnostic services. The role will be very much customer facing as well as involving liaison with manufacturers and suppliers. The environment of E-Bikes is fast moving and it is critical to be able to keep up to speed with the latest developments and technology trends. Full training will be provided.

## Core skills

Applicants must be able to demonstrate:

- An eagerness to solve problems, seek out the cause and take ownership to resolve it
- Detail orientated
- Ability to manage multiple tasks
- Excellent communication skills with both the customer and team
- To be a self-starter, while working as part of a wider team.

## Preferred skills

- A strong understanding or interest in the E-Bike sector
- Previous experience in retail, or E-Commerce businesses
- Flexibility and a willingness to sometimes work irregular hours if required
- Experience in small business or as part of a start-up company
- Experience in delivering exceptional customer service and working as part of a team.

## Duties and Responsibilities

- Servicing and repairing E-Bikes to U:Move/Ride Electric standards
- Prepare E-Bikes/E-Cargo Bikes for customer collection, Experience Rides or hire
- Maintain an excellent working knowledge of U:Move/Ride Electric processes, including: Asana/CRM System/Website/Managing Booking Platform
- Maintain workshop inventory and stock levels – advising of purchase requirements and order spare parts as and when appropriate
- Keep workshop area and showroom clean (adhering to business and government guidelines)
- Manage service delivery through the service management platform
- Provide feedback about job status
- On occasion:
  - Deliver E-bikes/E-cargo bikes to clients when necessary
  - Deliver maintenance service on client premises where required
- Be customer service orientated and personable to customers and pro-active with team members

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- Assist with related products and services (E.G. E-Bike accessories, tools, E-Bike experience, inventory management etc.)

## **Qualifications**

- A minimum of 2 years' bike maintenance experience in a professional environment
- Cytech Level 2 bicycle mechanics training or equivalent would be ideal, but not essential
- A full driver's license.