

# RIVETER

December 10, 2020

## Riveter // Bike Park Technical Crew

### Position Description

Riveter is looking for an enthusiastic + hardworking Bike Park Crew to fulfill the ongoing technical customer service needs for our Bike Shop. The ideal candidate will have experience achieving sales goals through selling bikes and related merchandise as well as technical skills in repair, service and building bikes. This Crew member must be able to remain calm under stress + pressure.

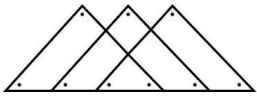
This permanent, full-time position reports to the General Manager. Pay is dependent upon experience.

### Responsibilities

- Foster a safe, inspiring + welcoming culture to guests and other Riveter Crew members;
- act as first point of contact in the bike park for info, check-in, services + outfitting;
- engage with Riveter customers to establish needs + provide solutions;
- correctly check out guest services, repairs, rentals + merchandise in the RockGym Pro POS system;
- build, service + repair rental fleet on a regular basis;
- perform on the spot service + repairs of guest bikes;
- maintain facility + rental gear quality and inventory;
- keep management informed of issues or additional trends that are relevant;
- recommend service + product changes;
- follow protocols regarding accident reports, inspections, safety, opening/closing compliance, risk/crisis management, accessibility, safe zones, special events, etc;
- provide regular safety checks, hazard identifications, and communicate to staff and guests;
- help foster an organized, clean + safe work environment;
- set the standard for amazing customer experiences.

### Qualifications

- Availability + willingness to work weekdays, weekends, holidays, afternoons + evenings;
- Base knowledge of Dirt Jump MTB & BMX products + trends;
- Experience working as a bike mechanic;
- High school diploma required; Bachelor's Degree preferred;
- Attention to detail + understanding of best practice around bike safety + etiquette;
- Ability to exhibit value + judgment with interpersonal relationships;



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- Ability to multitask, organize + prioritize;
- Positive + engaging attitude with customers
- Ability to work as part of a team;
- Excellent verbal + writing skills;
- CPR, First-Aid +/-or Wilderness First Aid Certifications preferred;
- Ability to frequently bend, move, stand + sit for extended periods of time;
- Ability to lift + carry upwards of 50 pounds;
- Ability to pass a background check;
- Can work in both hot + cold temperatures;
- Can work outdoors + in direct sunlight.

Riveter is an Equal Employment Opportunity employer.