



Bike Mechanic Job Vacancy Information

Role Summary

In Your Element is a family run business who are passionate about the Scottish outdoors and delivering excellent customer service through a friendly, knowledgeable and dedicated team. We work with a range of clients including the public, schools, companies and other private groups.

We are looking to recruit an experienced bike mechanic on a seasonal basis starting as soon as the end of February (negotiable) through to the end of October. We aim to open the bike hire facilities at weekends over the winter months, as well as assembling bikes in preparation for the new season, so part-time work may also be available November to March.

Based in our Aviemore Bike Hire Pavilion your role will be to keep our fleet of hire bikes in great condition. Working with the Operations Manager and Senior Instructor you will be central to ensuring bike maintenance and service tasks are completed to a high standard, as well as managing stock and ensuring our online hire system runs smoothly and is kept up to date.

Mechanic Key Responsibilities

Increasing responsibility as a key member of the busy bike hire team building up to responsibility for managing the bike fleet, including:

- Be responsible for pre-season, monthly and on-going maintenance to ensure **safe**, well presented and fully working bikes for customers.
- Assemble new bikes as necessary, ensuring they are safely prepared in line with manufacturer and company policies and procedures.
- Handling hire bookings online, in person and in conjunction with our office team.
- Taking a lead role in the appearance and upkeep of our site and biking equipment.
- Monitoring and ordering spares and parts for the fleet as needed.
- Logging work carried out and adding damaged bikes to our Bike Rental software (BRM).
- Being pro-active in your own skills development.
- Being professional and considerate in appearance and attitude at all times, to customers and other staff.
- Be prepared to work hard and be flexible in your role, as with many businesses we are driven by the needs of our customers which can mean assisting in other duties and at other locations within reason, and in agreement with your manager.

Although primarily employed as a bike mechanic and bike hire operative there may also be opportunities to develop skills and experience in other areas of the business.

Essential Experience and Skills

Velotech Silver or equivalent.

Passion for mountain biking, bikes and the great outdoors!

A friendly, positive and respectful approach to teamwork and customer service.

Pro-active attitude to work and problem solving, whether individually or as a team.

Good understanding of excellent customer service.

Methodical and accurate approach.

Reliability and dependability.

Computer confident and willing to learn.

Desirable Experience and Skills

Gold Velotech or equivalent.

Working in a fast-paced customer service role.

Knowledge of mountain biking in the Cairngorms and Scotland.

An interest/desire to increase experience in the outdoors and outdoor activities.

Desire for a long-term role with associated development and opportunities.

Salary

£23-24k pro rata for a 5 day (42.5hr) working week.

If you are interested in this role please either direct enquiries or forward your CV and a covering email to chris@iye.scot.

Closing Date:

31st January 2022