

Minnehaha Service Coordinator - Tools & Consumables

This position will have shared responsibilities with the Quality Control and Administrative Coordinators of the Minnehaha service area. They will also have individual responsibilities focusing on: ensuring that service area is stocked, be a go-to for repair questions, bottom-lining projects and tasks for other service area employees. This position qualifies as level 4 of the wage scale.

Shared Daily Expectations

- Check-in bikes and diagnosis accurately, schedule repairs and write up service tickets, as well as fulfill same expectations as other mechanics
- Coordinate with sales coordinators and staff on all pertinent service interactions (including custom builds, new bike sales, etc)
- Maintain a clean and organized service area
- Work with personnel to hire staff
- Following Hubs norms and policies: communicate in respectful manner to customers and co-workers, foster a work environment free of oppression, etc.
- Work with staff to ensure that Hub service standards and policies are followed (bottom-line that people are doing double-checks, creating service tickets, documenting component issues, etc.). Have a working knowledge of Hub policies and resolution process.
- Coordinate tasks amongst other workers in service area to ensure people stay productive and focused
- Work with staff to ensure that all customer complaints and issues are dealt with in a timely manner including labor warranty work.

Shared Responsibilities (divided/distributed and agreed upon amongst the Coordinators)

- Keep bike storage area current by coordinating the clear-out of long-held repairs and parts bins, as well as working with the the appropriate coordinators to keep the used and warranty bikes up to date.
- Ensure that there is proper communication between O/R and the service area by communicating with the small parts and components steward (ex. in regards to special orders needed for repairs, product stocking needs, etc).
- Communicate to Personnel coordinator when employee is not fulfilling Hub norms, policies or job description
- Work with service staff to be sure that any repairs waiting for parts are finished in a timely fashion.
- Keep labor prices and SKUs updated in both Lightspeed and written documents, as well as well as be the go-to person for related questions
- Schedule weekly repair queue
- Work with other Hub Service Coordinators to hold monthly service meetings
- Ensure that system is followed for tool maintenance and organization, repair area cleanliness, and DIY area maintenance and organization
- Keep service policies (ex. double check guidelines, etc), practices (ex. Best Practices document, etc) and standards up-to-date by working with other service coordinators and addressing related problems in a timely fashion
- Work with Marketing to promote service related sales and specials
- Facilitate winter project process for the service department
- Communicate with warranty specialist to ensure that all warranty issues are dealt with in a timely manner
- Encourage and remind workers in service department to fill out review forms for other workers in their department
- Answer repair questions that mechanics may have

Individual Responsibilities

- Work with small parts/components steward, P/A buyer and office supply orderer to keep service area stocked with necessary items
- Maintain stock of first aid supplies
- Create yearly tool/consumable budget and maintain margins of that budget
- Keep inventory of service tools, consumables, & supplies. Regularly maintain, repair or replace tools and equipment as necessary
- Create system for tool maintenance and organization

Time Expectations

- 32-40 hours a week depending on season
- Service meetings and trainings 2-4 hours a month
- General Meeting 2 hours a month

