



**Fix**  
coffee  
+bikes

**Senior Mechanic**  
**Start Date: Winter 2023**

**Who we are:**

Opened in early 2017, Fix is a coffee bar and bike shop, all under one roof in downtown Toronto's west end. In addition to serving as a local community hub, we offer well-designed, quality bikes and accessories and provide professional, accessible repair services to urban cyclists, as well as those heading out on weekend adventures. The coffee bar focuses on serving exceptional quality coffee drinks, along with other types of beverages and some light food options, mainly baked goods, sandwiches and wraps made in house. Over its six years in business, Fix's Bike Shop has grown into a full-service shop with the capacity to diagnose, troubleshoot and provide inventive solutions for the most challenging repairs and custom build requests. In 2023, Fix is expanding even more and is looking for Bike Industry Professionals to join our team.

**How you fit in:**

- Working on the most challenging service jobs in Fix's bike shop.
- Assisting the Front End Lead in managing workflow for the service team and ensuring staff are staying on task and completing repair jobs in a timely manner.
- Assisting, alongside the Front End Lead and the Bike Program Manager, with quality control and troubleshooting or complicated repair jobs.
- Delegating tasks to and mentoring Jr. Bike Shop Staff on both sides of the bike shop (sales and service).
- Helping track inventory levels for repair parts and workshop tools and supplies in collaboration with the Bike Program Manager.
- Occasional part and accessory sales, though the primary role is to complete workorders, mentor Jr. mechanics and oversee the rest of the service team.
- Occasional fielding of difficult customer phone calls and emails relating to service jobs.
- Providing feedback and input to the management team on work processes, product selection and overall bike shop operations, for the purpose of continual improvement and refinement.

**What makes a good fit:**

- Above all, a proficient mechanic with exceptional problem-solving skills.
- A bike maven: someone with exceptional product knowledge, understanding of bike history and thirst to constantly learn about new products, designs and innovations in the bike industry.
- Minimum 3 full years of bike mechanic experience. Must be proficient in hydraulic systems, internal hub service, electronic shifting, wheel building and intricate accessory installation (metal fenders, custom racks, dynamo set-ups, etc.).
- Up-to-date S-tec, Sram U and other relevant certifications.



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- A motivated team player with leadership experience or a willingness to take on a leadership/mentorship role.
- A wide range of education and work experience, and the ability to apply it to the role at Fix.

**What you get:**

- \$22.00-\$25.00 per hour, based on knowledge, skill and experience.
- 30-40 hours/week, with an opportunity to grow into a permanent leadership role with the business.
- Opportunity for extended healthcare benefits as they become available.
- Top-notch coffee and tea on the house, and a warm and lively community hub as a workplace.
- Staff discounts on bike and coffee retail items.
- Access to a full-service bike workshop.

**How to Apply:**

- Send your cover letter and résumé to [info@fixcb.ca](mailto:info@fixcb.ca)