



Senior Mechanic / Service Writer

Start Date: Winter 2025

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, and, more recently, at our second location at The Well. 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.

How you fit in:

Senior Mechanic Responsibilities

- Working on the most challenging service jobs in Fix's bike shop, in addition to typical bike repairs and service, including adjustments, overhauls, wheel truing, part installations, and new bike assembly and custom builds and conversions.
- Assisting the Service Writer in managing workflow for the service team and ensuring staff are staying on task and completing repair jobs in a timely manner.

Service Writer Responsibilities (should the candidate be qualified and interested in this role)

- Running the Front End of the Service side of Fix's bike shop.
- Performing on-the-spot assessments for service jobs, preparing written estimates and quotes, educating customers so they can make informed decisions, assisting with accessory installation and consultation.
- Managing workflow for the service team and ensuring staff are staying on task and completing repair jobs in a timely manner.
- Minor repairs such as flat fixes and accessory installations to assist the Service team, though the primary role is to communicate with customers and delegate tasks to the rest of the team.
- Navigating difficult customer interactions with patience and poise, always ensuring the emphasis is on the customer experience.

Common Responsibilities

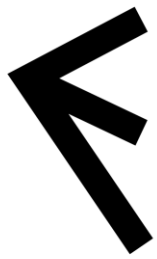
- Assisting with quality control and troubleshooting of complicated repair jobs.
- Delegating tasks to and mentoring junior bike shop staff on both sides of the bike shop (service and sales).
- Service-related accessory sales: engaging with customers, presenting product selection and processing payment transactions.

Fix Coffee + Bikes

80 Gladstone Avenue, Unit 1
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- Helping track inventory levels for repair parts in collaboration with the Bike Program Manager.
- Assisting customers with drop-off and pick-up: recording customer information, keeping good records, managing customer expectations, moving/retrieving bikes and communicating with the service team.
- Clean-up and other shop maintenance duties as required.
- 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, an outstanding communicator who has prior customer service and leadership experience.
- A bike maven: someone with exceptional product knowledge, understanding of bike history and thirst to constantly learn about new products, designs and innovation in the bike industry.
- Minimum 5 full years of bike retail experience. Must be proficient with Point of Sale (POS) systems for sales, work orders, ordering, and inventory control. Familiarity with Lightspeed POS is a huge plus.
- Up-to-date S-tec, Sram U and other relevant certifications.
- A motivated team-player who understands hospitality and the customer experience.
- A wide range of education and work experience, a thirst to be innovative, and the ability to apply it to the role at Fix.

What you get:

- \$25.00-\$30.00 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

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