



Service Lead

Start Date: Summer / Fall 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:

- Managing the day-to-day operations, as well as long-term planning and strategy of the service department, while leading the team and ensuring quality control and a positive customer experience.
- Running the front end of the service side of Fix's bike shop on days which you are acting as service writer at either location, and communicating and coordinating with other service writer(s) to ensure consistency and continuity across locations and every day during which the bike shop is open.
- Performing on-the-spot assessments for service jobs, preparing written estimates and quotes, 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.
- Monitoring service team performance, addressing issues, and working with staff to develop their skills and grow as bike industry professionals.
- Assisting mechanics to troubleshoot complicated repair jobs, and liaise with vendors as required (special orders, warranty claims, etc.).
- Delegating tasks to and mentoring junior bike shop staff.
- Service-related accessory sales: engaging with customers, presenting product selection and processing payment transactions as needed.
- Helping track inventory levels for repair parts and creating systems for restocking; leading and delegating tasks for regular shop-wide inventory counts; leading preparation of annual supplier booking program orders for service side of the bike shop.
- 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, and manage the overall operations of the service department.

Fix Coffee + Bikes

80 Gladstone Avenue, Unit 1
Toronto, ON M6J 3K9

486 Front Street West, Unit UG28
Toronto, ON M5V 0V2

fixcb.ca @fixcoffeebikes



Fix
coffee
+bikes

- 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.
- 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.
- Navigating difficult customer interactions with patience and poise, always ensuring the emphasis is on the customer experience.

What makes a good fit:

- Above all, an outstanding communicator who has prior customer service and leadership experience.
- A proficient bike mechanic with exceptional problem-solving skills.
- A bike maven: someone with extensive product knowledge, understanding of bike history and thirst to constantly learn about new products, designs and innovation in the bike industry.
- A strong vision for what a values-based bike shop should strive to be, and the ability to convey this to team members and measure performance against a standard.
- Minimum 3 full years of bike retail and/or service 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:

- \$50,000 to \$60,000 per year, based on knowledge, skill and experience.
- 35-40 hours/week.
- 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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