

Senior eBike Technician - Job Description

The Senior eBike Technician helps Teros' mission to support people live a greener and healthier life by providing excellent eBike servicing and assisting with the eBike Service Centre's daily operations.

This position is three to four days per week and can be on a casual or on-going part-time basis.

Responsibilities

- Assist with the daily co-ordination of Teros eBike Service Center, including scheduling, staffing, supplier communication and inventory management.
- Provide excellent customer service, communicating effectively with customers and resolving issues and complaints in a professional and timely manner.
- Assemble, test and adjust electrical and mechanical eBike components to high standards.
- Perform diagnostic testing, troubleshooting, repair and upgrades on eBikes including its electrical systems.
- Use Teros sales and service software to maintain accurate repair and maintenance records, create and process job invoices and update customers on job progress.
- Perform quality control checks on serviced eBikes prior to customer pickup.
- Maintain a clean and organised workshop well stocked with tools, consumables and spare parts.
- Assist with eBike sales enquiries by greeting and guiding eBike customers on features, environmental benefits and safety of Teros' eBike models.
- Assist the eBike Specialist to source quality eBike components and accessories with the lowest environmental footprint.
- Follow Teros policies and procedures and ensure all work complies with safety regulations, and industry standards.
- Accurately and quickly receive and price new stock and either store or display them.
- Report discrepancies and issues to store manager.
- Develop and maintain positive relationships with suppliers, customers and colleagues.
- Participate in ongoing training and stay up-to-date on eBike technology and industry trends

Requirements

Our ideal candidate would have:

- A passion for cycling and greener lifestyles.
- At least 3 years of experience in bicycle and eBike repair and maintenance.
- Demonstrated skill in electrical and mechanical eBike diagnostics and repair, with a good understanding of eBike components.
- Strong problem-solving and analytical skills.
- Commitment to excellent customer service and communication.
- Ability to work independently and as part of a team.
- A proactive commitment to further eBike education and training.

- A desire for long-term retail work and ability to work from October to January each year.

Working Conditions

The role involves working in an eBike service centre. Physical activity is required, including lifting and manoeuvring bikes and equipment. The job may also require standing for extended periods.