

## **JOB POSITION: BICYCLE STORE MECHANIC**

**Department:** Retail

**Location:** Munich

**Starting data:** November 2015

### **Job Purpose**

The Bicycle Store Mechanic is a challenging position that allows you to share your love of bikes with customers and co-workers in a real shop environment. The Bicycle Store Mechanic is responsible of all bicycle repairs and outfitting, ensuring the respect of the company and brand rules.

As an ambassador of Eataly products and services, the Bicycle Store Mechanic is responsible for helping to create and maintain quality experiences for each guest that comes to Eataly. Eataly ambassadors are expected to actively engage with guests and spend quality time with each customer.

### **Job Functions**

- Assists customers in an enthusiastic and courteous manner; provides “wow” customer service.
- Responsible for properly taking in all service work including correctly filling out service work orders, scheduling an appropriate amount of repairs and completing those repairs in a timely manner.
- Advises and assists customers with their product selection.
- Communicates with bike shop manager repair and warranty part needs.
- Develops and maintains knowledge expertise of all merchandise in department to effectively assist customers with accurate information; keeps current as new product lines are introduced. Assists with bike sales and any other bike floor duties as needed.
- Maintains a clean and safe workplace.
- Performs other duties as assigned by the bi Shop Manager.

### **Skills / Requirements**

- Previous bike mechanic experience and bike knowledge is a must.
- Ability in Bike fitting
- Ability to be autonomous, prioritize workday, multitask and be detail-oriented.
- Ability to learn in a fast-paced environment.
- Must be able to work both independently or in a team environment.
- Ability to understand and follow written and verbal instructions and take direction well.
- Ability to create an excellent customer and team experience.
- Good time management skills.
- A sense of urgency and ability to hustle.
- Any combination of education, training, or experience that provides the required knowledge, skills, and abilities.
- German (mother tongue-fluent), English (business fluent). Italian is a plus.