



## **Job Description for Bike Technician**

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Reports to: Lead Bike Tech/Manager of Operations

Classification: Seasonal

### **Role:**

The Bike Technician for the iCan Bike program is part of a team of two staff that travel around the US and Canada to deliver the iCan Bike program. The Bike Tech's primary responsibility is the repair, maintenance and safety of the bike equipment, truck and trailer. Bike Techs and Floor Supervisors are both responsible for the safe and high-quality delivery of the iCan Bike program.

### **Major Duties and Responsibilities:**

- Displays knowledge and experience using proper tools for each job
- Provides proper maintenance of the bikes and related equipment to ensure safe usage
- Follows documented protocol in delivering the bike program
- Provides daily and weekly diagnostics and repair of all equipment
- Works with the Floor Supervisor to properly configure bikes for each session throughout a bike program
- Performs the Bike Tech responsibilities to deliver a successful program, including tandem rides, assisting Floor Supervisor in launching and spotting riders, teaching functional skills, behavior management, working with and supporting volunteer spotters.
- The Bike Tech is the primary authority on family bikes. The Bike Tech works with parents to ensure they understand the components of bikes suitable for learning, answers all questions and provides guidance and decision making as to suitable bikes for riders. Bike Techs address family bikes as they come in each day during the program.
- Works with local bike shop representatives to answer questions and help promote the local bike shop as selected by the host organization.
- Ensures that if any bicycle, related camp equipment, or riding configuration, or even the actions of a rider or volunteer is not safe, the activity is terminated immediately.
- Responsible for safeguarding pick-up truck and the trailer
- Follows all protocol for vehicle, trailer and equipment security
- Accounting and submission of handle, stem risers and other donations
- Responsible for accurate completion and submission of all administrative paperwork.

## **Expectations:**

- Represent the organization in a professional manner at all times in adherence with our Core Values
- Communicate regularly with the Lead Bike Tech
- Hold all participant related information in strict confidence
- Hold all equipment design related information in confidence
- Ability to attend a one-week training camp, sometime between March and May, is preferred but not required

## **Required Knowledge & Skills:**

### *Experience:*

- Experience working with typical tools used on bicycles is required
- Experience towing a trailer is preferred
- Knowledge of basic mechanics and maintenance of bicycles is required
- Experience in sports or recreation programs is preferred
- Experience with children or individuals with special needs is **not** required
- Minimum age is 21

### *Interpersonal Skills:*

- Professionalism, courtesy and integrity are essential elements of the job. The work involves extensive personal contact with others in a fast-paced setting. Problems encountered may be of a unique nature requiring creative, quick, and diplomatic solutions. Our staff are largely unsupervised on the road. Staff must be able to self-monitor and self-manage their job responsibilities. Ability to communicate effectively and maintain a professional one on one working relationship is mandatory.

### *Physical Fitness & Travel:*

- This position requires a fair amount of running and lifting. During the program the Bike Tech must be able to run with riders for three days of each weeklong program. Weekly travel requires driving a truck towing a trailer for up to 10 hours each Saturday. Bike Tech must be fit and healthy for the summer season.
- Staff are typically required to have at least 6-8 weeks of availability between June and August. Staff will often work 2-4 camps back-to-back, meaning they will be away from home, partnered with a colleague for the entire duration of those assigned camps. Weekly travel requires driving a truck towing a trailer for up to 10 hours a day on Saturday to next city.