

# Shop (Mechanic) Team Lead

**Title:** Shop (Mechanic) Team Lead (AM Shift)

**Compensation:** \$50,000 - \$53,000 (Permanent, full-time salary position with paid vacation)

Vancouver Bike Share (VBS) operates Mobi by Rogers and HOPR UBC. We are dedicated to ensuring the highest quality of shared micromobility service for this important transportation option. Since launching in 2016, we've facilitated millions of trips for more than 350,000 different people. Our team shares a passion for cycling and all of the benefits that come with it - especially when shared!

The **Shop Team Lead** works under the direction and guidance of the Shop Manager to oversee the daily operations of Vancouver Bike Share's repair shop. The Shop Team Lead is an expert in the tasks, processes, procedures, tools, and equipment involved in day-to-day shop operations and can effectively lead, teach, and delegate tasks to shop team members in these activities. The Shop Team lead plays a supporting role to the Shop Manager in supervising shop operations, prioritizing shop tasks, and supporting and training fellow mechanics.

## Responsibilities:

- Coordinate the daily tasks and priorities of the shop
- Train new mechanics on bicycle and ebike repairs
- Maintain an effective shop workflow of incoming and outgoing repairs, working with field operations team members to manage space constraints
- Perform and monitor quality control checks on bike services
- Support and motivate the Shop team towards achieving shop productivity and quality targets
- Report needs regarding tools, equipment, supplies and inventory to manager/supervisor
- Maintain cleanliness and organization of the shop and storage areas
- Ensure the shop team understands and follows all shop procedures and safety protocols
- Assist in the establishment of new protocols and procedures
- Monitor the communication channels of the shop team, respond to issues as they arise, and maintain effective communication within the shop team and between the shop team and field operations team
- Conduct bicycle and ebike maintenance and repairs
- Perform repairs and maintenance on bike/ebike components including wheels and forks
- Assist with special projects and other tasks as needed according to organizational/operational goals and priorities
- Additional duties as assigned by Management/Supervisor
- Maintain a positive workplace culture, reflecting company values of passion, respect, inclusivity, flexibility, sustainability, and fun

## Qualifications and Competencies:

- You have 2+ years of experience with bike maintenance in a shop environment
- You have 1+ years experience supervising, coaching, and/or motivating teams
- You excel at prioritization while having the flexibility to pivot focus towards new priorities as they emerge within an ever-changing work environment
- You are an impeccable communicator both in person and via online tools/apps
- You enjoy efficient processes and seeking ways to improve them

***Interested or know someone who is? Apply by sending a resume and cover letter to:  
[jobs@mobibikes.ca](mailto:jobs@mobibikes.ca)***