ABOUT THE OFFICE

The Outdoor Center enhances opportunities for students and other members of the WWU community to involve themselves in outdoor recreation activities. The Outdoor Center provides a spectrum of programs, resources and services to enable the students, faculty, staff and Alumni Association members to safely participate in a variety of activities, develop and refine skills, practice environmental responsibility, and interact with each other and members of the local community.

OFFICE RESPONSIBILITIES

- Engage students, staff, and faculty in the beneficial aspects of nature and recreation.
- Providing unbiased, nonjudgmental, and accurate information and services to customers.
- Engagement in Justice, Diversity, Equity and Inclusion learning and application.
- Actively seeking out and providing mentorship with members of the WWU community.
- Effective communication with all Viking Outdoor Recreation staff members

ABOUT THE POSITION

The Bicycle Technicians provides information and assists Outdoor Center users with bicycle maintenance, and retail transactions. We provide “hands off” instruction empowering customers to learn how to work on their bikes independently through Bicycle Instruction, Knowledge, and Education (B.I.K.E.)

POSITION RESPONSIBILITIES

- Provide unbiased instruction and assist customers in repair and maintenance of bicycles and related equipment.
- Manage and keep inventory of tools and equipment required for bike maintenance
- Perform daily shop cleaning and maintenance.
- Operate Point of Sale to set up special orders for customers
- Sell retail bicycle parts; recommend inventory to Coordinator and stock retail merchandise.
- Manage and maintain fleet of rental bikes
REQUIRED QUALIFICATIONS

- Maintain a minimum credit load during full term of position:
  - Undergrad: 6 credits
  - Grad: 4 credits
- Maintain a minimum of 2.0 GPA.
- Ability to complete entire term of position.
- At the time of hiring, be eligible for employment in the U.S.

PREFFERED QUALIFICATIONS

- Formal or informal experience relating to bike mechanics and servicing
- Demonstrated experience in handing money.
- Demonstrated customer service experience.
- Effective organizational and time management skills.
- Ability to work independently and responsibly.
- Demonstrated ability to work collaboratively with people of diverse backgrounds and opinions.
- Ability to work within deadlines and problem solve.
- Ability to communicate in an effective manner that is welcoming to wide variety of people.
- Ability to identify and work on removing inequities, barriers to access, and forms of oppression that may be present in the programming or services related to this position

This job description is subject to change in accordance with the AS Personnel Policy.

The Associated Students is an Equal Opportunity Employer.

Revised January 2021 by Personnel Director.