



JOB DESCRIPTION

Job title	Workshop Technician
Responsible to	Dual-Site Manager
Salary	Competitive
Hours	13.5 hours per week
Place of Work	Westfield Shepherd's Bush

About us

Our mission is to transform the way people live in cities. With over 16 million possible combinations of gears, colours, handlebars and accessories, we make more than just a bicycle, and we are more than just a bicycle company.

To change urban living, we need passionate, innovative and talented people that want to challenge the status quo and make an impact.

Brompton Junction is our retail brand flagship in key strategic cities around the world. Via in-store experts, brand inspiring environments and the full range of all things Brompton, we strive to offer our community the best in-store experience. We ensure that Brompton Junction is a great place to shop, spend time and be a part of.

Currently our retail network is embarking on an exciting global expansion plan and we are looking for passionate and committed individuals to join our team.

Your role

Working in an open-workshop environment your role is to ensure that Brompton delivers a first class after-sales support service to the store's customers. Our aim is nothing less than to deliver world class customer service, to match the world class products that we manufacture and sell around the world.

Responsibilities

As part of our front-line service delivery team, you'll be a first point of contact for customers. You'll be working alongside a team of equally passionate and dedicated people with terrific communication and people skills and a genuine desire to provide excellent customer service. Your duties will be to provide expert maintenance and diagnostic assessments regarding Brompton bicycles. As the Mechanic you will be responsible for growing the reputation and financial targets for the workshop through developing your tech skills, through innovative events and extending the services that we provide.

- Carry out service work - both 'on the spot' and booked in repairs.
- Help provide technical support to customers through email, telephone and face to face.
- Ensure accurate repair records are completed ensuring appropriate invoices are raised.
- Help maintain workshop stock levels and order replacements when needed.
- Provide support to the Sales team on the sales floor.
- Process warranties as needed with the help of Brompton Technical.

Additional duties:

- To attend supervision, training and meetings as and when required.

Person Specification

- High level of knowledge and proven experience with the Brompton Bicycle is essential.
- Excellent customer service skills.
- Be a self-starter who can work unsupervised to high standards and meticulous detail.
- Be a team player who will contribute to the continuous improvement goals of the department as well as the company.
- Be IT literate, preferably including MS Word and Excel.
- Have the right to work in the UK.
- Cytech Level 2 is preferred.

Benefits

Brompton offers you a very excellent working environment with enthusiastic colleagues who get along very well, communicate and cooperate with each other. The working climate is informal, but we work hard. Next to good terms of employment Brompton offers you the opportunity to work in a responsible and challenging job within a dynamic, international and ambitious environment. We are all proud to be part of Brompton Bicycle; we all share the same passion and dedication to the company and embrace differences in cultural backgrounds and skills.

- Huge discount on your very own Brompton (family and friends get discount too)
- Position to thrive. Whether you're early in your career or an experienced professional, Brompton provides you with everything you need to excel in your job and for personal growth. You will be actively encouraged to increase your skillset and to attend relevant events
- 20 days holiday plus Bank Holidays, increasing the longer you stay with us
- Workplace Pension Scheme, Season Ticket Loan, Flexible Working, Cycle to Work Scheme to name just a few...
- Uniform: the Company wishes to portray a corporate and professional business image to its clients and customers. It also wants to ensure that clothing is compatible with safe moving and handling practices, reducing the risk of injury. To this end you will be supplied with company shirts that you will be required to wear.

Apply

If you feel that you fit within the Brompton team spirit and you can bring talent, innovation and enthusiasm to our workforce then please email your CV and covering letter to the People team, at recruitment@brompton.co.uk.

Applicants must have the right to work in the United Kingdom.

The Company reserves the right to vary or amend the duties and responsibilities of the post holder at any time according to the needs of the Company's business.

The statements contained in this job description reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences of relief, to equalize peak work periods or otherwise to balance the workload.