

Job Description

Job Title: **Shop Staff**

Job Purpose: To create a warm and welcoming environment for our customers, you will need to be polite and friendly, able to quickly assess their needs, advise and sell them our services or products according to their requirements. You will facilitate bike hire and keep the hire fleet serviced and clean throughout your shift. You will process store and online sales, respond to telephone and online enquiries using our various software packages to deliver outstanding service whilst making a consistent contribution to the smooth and profitable running of the business.

Duties:

- Greet customers and quickly establish their needs.
- Have a good working knowledge of our products and services. Training will be provided.
- Keep the shop environment (inside and outside) clean and tidy. Stock presentation standards should be high at all times.
- Keep bikes cleaned and mechanically maintained to the appropriate aesthetic, safety and performance standard. Training will be provided.
- Use our software packages to ensure all record keeping is accurate and up to date.
- Ensure bike hire process and procedures are adhered to.
- Process online sales.
- Respond to all outstanding online, email and telephone enquires whilst on shift, and communicate them on to other members of the team where relevant.
- To ensure that all health and safety process and procedure is adhered to by yourself, other staff members and the public.
- Adhere to shop standards and priorities documents.
- To perform any other reasonable task requested by your line manager.
- You'll need to be happy working weekends, our busiest time.
- Complete repairs to the appropriate level of training and qualification.

Person Specification

Essential Skills and Experience:

- Able to deliver personable, efficient and accurate customer service advice.
- Love of mountain biking and cycling generally.
- Passion and knowledge of mountain bikes, technology, kit, parts and accessories.
- Ability to work in a high-pressure customer service environment.

- Enjoy solving problems to keep our customer happy and the business running smoothly.
- Experience of repairing and maintaining bikes.
- Able to work alone and foster positive working relationships in a team.
- Positive customer centred attitude and approach to problem solving.
- Experience of working in a customer-facing role.
- Confident and articulate communicator.
- Due to the needs of the business you may be required to work alone. Opening and closing the shop.

Highly Desirable:

- Previous retail experience at a supervisory level.
- Cash handling and cashing up.
- Formal qualification in bike mechanics.
- Experience of working with Citrus Lime and/or Bike Rental Manager.
- Ability to write blogs and create social media content.
- First Aid certificate.

Compensation package:

- We are a real living wage employer. The hourly salary of this role is based on demonstrated skills and experience and is in the range of: £9.90 to £11
- Access to trade accounts once probation is passed
- Great opportunities for professional development for anyone who wants to work in the industry and has a positive, hardworking approach to work.
- Great customers, great team, trails out the door (lunchtime laps)!

Please apply by submitting your CV and covering letter explaining why you think you would excel in this role to: Ollie@pedalprogression.com and matt@pedalprogression.com