



Job Description

Bike Technician (E Bike Store)

FY2022

The following job description is intended to serve as an outline and guide for expected job performance and is not intended by any means to limit personal initiative and creativity. Bow Cycle Management reserves the right to add or delete responsibilities at any time.

Job Title: Bike Technician (Full Time)

Pay: \$16.00 per Hour

Requirements:

- Flexibility in work schedule to accommodate all shifts as required
- Positive personality with a good sense of self initiative
- Strong willingness to learn
- Experience in retail sales not required but is an asset
- Ability to think for yourself and put the customer first
- Prior experience working on bikes not required but is an asset
- Maintain a clean appearance and professional demeanor

Job Description:

- Diagnose and complete minor repairs on bicycles (Electric and Non-Electric)
- Provide support to other departments as needed
- Ensure all customers are helped
- Start conversations with people and direct them to the proper sales person or area of the store
- Strive to learn all aspects of our point of sale system
- Properly set up and charge for invoicing / rentals / service
- Communicate effectively and clearly with co-workers and superiors
- Participate in PKs when available
- Learn the entire product line using features and benefits
- Maintain a clean and presentable sales floor
- Answer phones in a professional manner
- Restock and merchandise the sales floor