

## Vacancy Overview

# Townsend's Light Blue Cycle Centre.

## An exciting opportunity to join an established Cambridge bicycle business.

Townsend's has been a name associated with cycling in Cambridge for more than 120 years. Our shop, Townsend's Light Blue Cycle Centre is the oldest established cycle shop in Cambridge. We offer a large range of quality bicycles and accessories and operate with a small, friendly team of staff.

We are seeking an enthusiastic sales person to work within this important cycling business, full time. *(Part time applications may also be considered).*

Applicants ideally should have:

- A good understanding of bicycles, parts and accessories to a level to be able to converse knowledgeably and confidently with customers and suppliers.
- An enthusiasm and passion for working with others to help build the business.

This is an ideal opportunity for the right candidate to join a business that has operates a friendly, supportive environment.

Townsend's Light Blue is part of Ison Distribution Ltd, which is a 4th generation Townsend family owned company.

**Interested persons please apply in the strictest confidence with a full CV to:**

[lauren.short@picassoher.com](mailto:lauren.short@picassoher.com)

*(or contact Dan Stoddard at the shop)*

## Job Description

**Post:** Retail Shop Assistant (Townsend's)

**Responsible to:** Retail Shop Manager

### **Job Purpose:**

- To sell cycles, parts and accessories to prospective customers, ensuring high levels of customer satisfaction.
- To assist the Shop Manager in ensuring Townsend's operates smoothly at all times

## **Main Duties & Responsibilities:**

- To sell cycles, parts and accessories to prospective customers, ensuring high levels of customer satisfaction
- Assist customers with their purchases by explaining product benefits, ensuring they meet the needs of the customer.
- To assist the Shop Manager in ensuring Townsends operates smoothly at all times
- Assist the Shop Manager, as required, with general administration, including stock taking, purchasing and goods received from suppliers.
- Assist as required in the workshop with the preparation of bikes for sale and minor customer repairs.

## **General:**

- At all times work safely, ensuring your own safety and that of others in the Company.
- At all times work within all Company procedures and protocols.
- Undertake other duties as reasonably requested by the Company.

## **Person Specification:**

### **Education, Knowledge and Training/Qualifications:**

#### Essential:

- A thorough technical knowledge and understanding of bicycles, parts and accessories to a level to be able to converse knowledgeably and confidently with customers and suppliers.
- Enthusiasm and passion for cycling.
- An awareness of current trends in the bike world.

#### Desirable:

- Health and Safety knowledge as required in a retail and workshop environment.

#### Experience:

- Past experience of building effective relationships with staff and customers.
- Previously worked within a customer-facing, sales environment.

### **Personal attributes and skills required to perform in the job effectively:**

#### Ability to:

- Build effective relationships
- Demonstrate a strong commercial awareness.
- Multi-task and manage time effectively.
- Be self-motivated.
- Be an effective and confident communicator, able to relate to all levels of people.
- Identify potential problems.
- Remain calm when under pressure.