

Main Duties & Responsibilities:

Ensure customer's cycles are repaired to the highest standards, giving high levels of customer satisfaction.

- Meet and greet customers, discuss their servicing and repair requirements and accurately quote for work to be carried out.
- Undertake servicing and repairs of customers bikes, ensuring the work is carried out to the highest standards possible.
- Set up new bikes as required by the shop manager and if appropriate customise to the needs of individual customers.
- Account for time and parts used on individual jobs accurately.
- Assist with sales of bikes, parts and accessories, from time to time, as required by the shop manager.
- Ensure equipment used for repair and servicing is kept well maintained.
- Assist the shop manager in marketing the workshop business.

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:

- Good working knowledge of bikes and bike parts
- Previous experience of maintaining and servicing cycles
- Cytech level 2 or equivalent preferred.
- Previous experience of dealing with customers
- Good people skills, with the ability to talk confidently to customers
- Ability to work flexibly in a small team
- Health and Safety knowledge as required in a retail and maintenance environment

Relevant but not essential

- Knowledge of the main suppliers in the bicycle industry
- Knowledge of computerised stock control system

Ability to:

- Build positive working relationships
- Deliver excellent customer service
- Plan and organise work schedule
- Multi-task and manage time effectively
- Be flexible to meet deadlines
- Attention to detail
- Remain calm when under pressure.