



Global Bikes

JOB DESCRIPTION

JOB TITLE

Service Manager

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The Service Manager is responsible for leading through Global Bikes' mission, vision, and values in order to direct the operational aspects of the repair shop, ensure productivity of Service Technicians, and deliver quality results that consistently contribute to top-line sales growth, customer satisfaction, and engaged employees. This leader will report to the Store Manager and will directly partner with Retail Operations to support the store as well as company, staff, and business. The position will work in their primary store location but will be available as needed to support other locations, events, etc. To accommodate their role, the Service Manager will be provided with an email address, system(s) access, and store access.

JOB DUTIES / RESPONSIBILITIES

The Service Manager position will be a full time position with the ability to work a minimum of 40 hours, nights, and weekends. The following list is not all inclusive and the position will require working in a manner as required by business need. The ultimate goal of the position being to deliver timely and effective execution of the variables related to providing a unique as well as positive repair experience built upon quality products, qualified repair work, and excellent customer service.

Service Excellence

- Oversee and deliver friendly, professional, accessible, and helpful customer service by maintaining service standards
- Write accurate work orders based on immediate evaluation to recommend maintenance and repairs as necessary, focusing on long-term safety and performance
- Ensure high quality results by holding service team accountable for meeting or exceeding customer expectations
- Manage the queue of work orders for reasonable and timely delivery to the customer

Customer Experience

- Provide a safe, clean, organized and welcoming environment for customers and staff at all times and in all areas of the store
- Assist customers on the sales floor as needed with and without directly being requested
- Engage customers to seek out feedback and resolve issues to measure service for improved results
- Partner with Store Manager to mitigate customer issues and instill a win/win philosophy throughout the department

Leadership

- Educate and coach staff regarding company policies, procedures, programs, standards, and mechanical proficiency
- Conduct staff and customer training sessions as dictated by business need
- Willingness to lead by example in regards to completion of available manufacturer training opportunities
- Receive feedback to make necessary changes as well as give feedback directly in a candid, honest and effective manner
- Collaborate with Store Manager identify areas to improve the overall customer experience

Operational excellence

- Manage daily service operations to ensure process and system excellence with a dedication to completion of assignments and projects
- Directly handle warranties on defective parts with manufacturers
- Collaborate with Store Manager for ordering of supplies, parts and equipment

- Maintain an efficient and effective inventory by managing accuracy, shrink, and stock levels

SKILLS & QUALIFICATIONS

The Service Manager operates through a focus on performance, people, and business need. In addition to the attributes listed, this position requires a passion for operational excellence, a drive for results, and the ability to effectively and efficiently lead through unforeseen complexity. On a functional level, the Service Manager will possess the following skills / attributes.

- Mechanically proficient in all areas of bicycle service and repair
- Intrinsically motivated, positive, and friendly with the ability to work both independently and as a member of a team
- Proven success in retail including positive results in service, sales, and employee engagement metrics
- A leader, partner, and motivator, who thrives off achieving goals and is enthusiastic about mentoring others
- Effective communicator, both verbal and written communication skills, in addition to strong interpersonal skills
- Organized and detail oriented with the ability to manage multiple needs simultaneously
- Proficiency in administering a point of sale system as well as business operations applications