



At **Bushtukah**, our mission is simple: to provide our customers with quality outdoor gear and unparalleled service to help maximize their enjoyment while participating in their outdoor activities. Providing our customers with a great experience every time they walk through our doors is our goal and our staff make that happen.

Job Title: **Part-time Bike Fit Specialist**

The Job: The **Bike Fit Specialist** works out of our Westboro location (203 Richmond Rd) and reports to the store management team. Is responsible for assisting guests in bike selection, proper frame size, handlebar width, stack and reach, saddle selection, saddle height, saddle fore/aft, leg extension, cleat placement, cleat shims and foot beds. Describes and promotes products in line with customer's expressed needs. Places guests with the highest quality bike fit to improve comfort and performance. Demonstrates complete knowledge of road, mountain, time trial and hybrid bikes as well as the mechanical ability to change stems, handlebars, wrap bars, adjust shifters, adjust suspension and secure bikes in trainers. Keeps organized records of customer fit measurements, follow up schedules and ensures guests are provided the proper information to come properly prepared for their fits. Requires extensive experience, background, training, and/or Retul certification. May train new and existing associate positions. Provides assistance on the sales floor within the hard goods department.

Key Responsibilities:

- Understand and interpret customer needs through comprehensive dialogue
- Conduct a thorough physical and structural pre-assessment to determine flexibility and potential compromised movement (i. e. flexibility and range of motion)
- Complete dynamic analysis (fit) of the customer while on their bike and in motion (pedaling in trainer) utilizing the Retul System
- Complete necessary adjustments to the customer's bike based on pre-fit analysis, observations on the bike, and data gathered from motion analysis equipment. This includes, but is not limited to, changing equipment i. e. stems, seat posts, saddles, etc.
- Generate a report of the work performed for the guest including bike measurements and equipment changes that will assist the customer with future purchases, adjustments, and equipment needs

To be successful in this role, you'll need to:

- Retul, Specialized or motion capture certified.
- Basic understanding of anatomy.
- At least 4 years of advanced bike fit experience.
- Strong technical use of computer, e-mail, Retul software (preferred).
- Excellent interpersonal skills.
- Bilingual (French & English) is an asset.
- Have a passion for cycling and bikes.
- Enjoy helping people and solving problems.
- Look for ways to strive for continuous improvement.
- Must be available to work weekends.

Please submit a resume and cover letter to employment@bushtukah.com. **Be sure to indicate why you would make a good addition to our team.**

At Bushtukah, we are committed to fostering an inclusive, accessible environment, where all employees and customers feel valued, respected and supported. We are committed to providing employment in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. If contacted for an employment opportunity, please advise if you require accommodation.