



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: **Bike Lead/ Senior Sales**

The Job: The **Bike Lead** role oversees the day to day management of the Bike Department, and supports the service and sales in our Bike Department. This position is key leader on the store team, supporting a team of sales staff to maximize sales opportunities and provide outstanding customer experiences. This position reports to the Store & Hardgoods Manager and will work closely with the entire retail team.

Key responsibilities:

- Directly responsible for in-store customer service experience.
- Assist in the planning and organizing of day to day operations of the Bike Department, to maximize sales and productivity.
- Motivate and lead staff to maintain ALL standards relating to inventory merchandising and presentation, customer service, Loss Prevention, readiness for business, store cleanliness, staff relations, and compliance with company policies.
- Assist in the preparation of weekly staff schedules to ensure cost-effective work assignment scheduling and increased team productivity by organizing resources, delegating responsibility and ensuring accountability within all Hardgoods Departments.
- Coordinate and follow up on execution of prep to sell activities/priority lists;
- Communicate with Buyers/Warehouse team on a frequent basis regarding stock positions, sales cycles, product trends and any inventory level topics.
- "Go to" for core and new Product Knowledge topics based on current season and prep for change in season
- Accountable for sales results and champion for all sales events and promotions, particularly relating to Bike
- Fill in as "Manager on Duty" (MOD) for the entire store as needed.
- Propose and initiate plans/ideas to improve the client experience.
- Help train a talented team of sales associates/cashiers to enhance the effectiveness and efficiency of the overall team through the hiring process, orientation, coaching and evaluating performance on a consistent basis.
- Pro-actively improving your product knowledge and taking advantage of training opportunities.

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

- Put customers first and listen to their needs.
- Be highly sales and profit driven
- Possess excellent organization and communication skills
- Enjoy helping people and solving problems.
- Be a positive team leader who adapts, motivates, supports, educates and takes ownership.
- Have a strong sense of urgency in dealing with the needs of the business.
- Share your high standard of professionalism and enthusiasm for the activities we promote.
- Learn as much as you can about the products and services we offer.

- Look for ways to strive for continuous improvement...provide feedback and collaborate with the team.
- Flexibility to work weekdays, evenings and weekends.

Please submit a resume and cover letter to [employment@bushtukah.com](mailto: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.*