



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: Lead Service Advisor

The Job: The **Lead Service Advisor** supports the Tech Shop at our Westboro location (203 Richmond Road), enabling the team of techs to provide quality work control and excellent customer service. This position reports to the Tech Shop Manager and works closely with the Store Management team, an awesome retail sales team, Hard Goods Buyer and the Warehouse team.

Key responsibilities:

- Accountable to support service outcomes, sales, and performance of the Tech Shop by accurate completion of work orders and timely follow-up with tech shop staff and customers.
- Train all staff to be able to accurately create and maintain work orders.
- Follow established protocols for our routine services and warranty files.
- Provide consistent quality control on work order completion and closely monitor status of work orders and daily targets, completing customer follow-up on a timely basis, initiating special orders on specific bike parts
- Support store sales by selling Bike Parts and Accessories to customers
- Ensure regular communication (ie. status of bike repairs) with the Store Management and Tech team to manage service expectations and monitor work order turnaround time.
- Support the assessment of warranty issues, work order troubleshooting and resolve customer concerns/ complaints efficiently, effectively and tactfully, as well as mentoring and modeling consistent customer service standards.
- Liaise with vendors and customers to follow warranty issues to resolution
- Work to support the inventory of parts and supplies to efficiently service our customers in the Tech Shop by offering feedback to the Tech Shop Manager
- Be aware of competition (ie. prices of services, turnaround times for services, etc...)
- Maintain a clean, safe and organized work area and adheres to safety procedures/policies to maximize the customer experience and safety of all staff and customers.
- Share your passion for our cycling products and the sport.
- Proactively maintain skills and knowledge and provide feedback for continuous improvement.

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

- Strong technical and industry knowledge.
- Service Writing experience would be an asset.
- Knowledge of Ascend POS system would be an asset.
- Nordic ski and Snowshoe product knowledge is an asset.
- Exceptional customer service skills
- Proven excellent communication, organization and leadership skills
- Manage your time and meet deadlines.
- Versatility to work at the tech shop counter and on the sales floor.
- 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...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. 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.