



**POSITION TITLE: Retail Sales Associate – Level 1**

**DEPARTMENT: Sales**

**REPORTS TO: Sales Manager**

This individual should be excited by bicycles, devoted to customer service, and dedicated to completing assignments and projects to meet the high standards of quality at Hyland Cyclery. This is an entry-level position with no prior retail experience required. While prior retail experience is not required, experience in a fast-paced, customer service-focused environment is highly beneficial.

**Primary job duties include but are not limited to:**

- Complete a training program which involves in-store and internet-based training.
- Develop familiarity with all bike brands and models available in our store.
- Be the guide. Interact with customers and provide exemplary customer service; educate customers about bicycles, bicycle accessories and clothing, and any other cycling-related products in the store.
- Perform bike sizing for bikes of all makes and models.
- Guide customers through entire sales process.
- Assist in daily store operations, including restocking, cleaning, organizing, and merchandising to maintain a professional and welcoming environment.
- Learn from your coworkers and share knowledge regarding new products and events.
- Learn, understand and adhere to company policy, programs and standards.
- Perform other tasks assigned by sales and store manager.

The retail Sales Associate L1 position is a part time or full-time position; you will work up to 40 hours per week depending on the season, and you need the ability to work evenings, holidays and weekends.

**The ideal candidate:**

- Must be a minimum 16 years old
- Must be a team player and enjoy working with others
- Possess strong spoken and written communication skills.
- Passionate about cycling and promoting its lifestyle and benefits.
- Prior sales or bicycle retail experience is not required; however, a willingness to learn about bicycles, cycling accessories, and cycling culture is essential.
- Is comfortable working as part of a performance sales team where performance and outreach are measured.
- Enthusiastically embraces the concept of serving the customer and providing an exceptional retail experience.
- Able to manage time effectively and work well under pressure.
- Possesses basic computer skills and familiarity with Microsoft Office products, including Outlook, Teams, OneDrive, and Excel. Experience with Ascend POS is preferred.
- Is intrinsically motivated, able to work both independently and as a member of a team, and thrives in a dynamic, fast-paced environment.
- Willing to learn and adapt to an ever-changing industry.
- Ability to speak Spanish or other languages is encouraged.



**Physical Demands:**

- Able to stand and walk throughout the scheduled work shift.
- Must be able to perform the essential functions of this job, reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.
- Is capable of safely lifting and carrying 50lbs.

**Wage:** \$10.00-12.00/hour, plus quarterly bonus incentives for full-time employees

**Benefits:** Access to rental/demo bikes and employee purchase discounts

**Start Date:** Immediately

**Application Instructions:** Complete online job application at [www.hylandcyclery.com/find/jobapplication](http://www.hylandcyclery.com/find/jobapplication) **and** email your resume to [job@hylandcyclery.com](mailto:job@hylandcyclery.com).