



**POSITION TITLE: Retail Sales Associate – Level 3**

**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 position requires high level product knowledge and experience selling in a high-end bicycle retail environment as well as strong leadership skills.

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

- Demonstrate the ability to achieve annual sales of \$300,000 or more.
- 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.
- Proactively manages customer relationships and uses available communication tools to stay connected.
- Guide customers through entire sales process.
- Respond to customer concerns with a high level of professionalism.
- Perform bike sizing for bikes of all makes and models.
- Develop familiarity with all bike brands and models available in our store.
- Complete training programs which involve in-store and internet-based training.
- Build a high-end product knowledge base and be able to communicate features and benefits clearly to customers.
- Assist in the daily operations of the store, including cleaning and organizing.
- Take the lead in restocking and merchandising products and ensuring the sales floor is always clean, organized, and visually appealing to customers.
- 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 L3 position is a 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 team player and enjoy working with others
- Possess strong spoken and written communication skills.
- Has at least 2 years of retail sales experience, preferably with bikes.
- Passionate about cycling and promoting its lifestyle and benefits.
- 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.
- Possesses strong leadership/coaching skills
- 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:** \$15.00-20.00/hour + 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).