Front End Sales Job Description

Responsibilities
This position is responsible for providing customer service to the Hub Bike Co-op patrons through: answering phones, greeting and directing customers, providing knowledge of products and services that the Hub Bike Co-op offers. Position may be full or part time depending on the needs of employee and availability of hours at the Hub.

Duties
● Greet customers as they enter the store and direct them to what they need
● Direct customers through sales process
● Share product knowledge and enthusiasm for bikes with customers
● Answer phones using appropriate greeting and direct calls as needed
● Monitor & restock sales floor inventory
● Put items that need to be reordered in Order Book
● Remain current in knowledge of apparel, parts, accessories, and bikes so that you can assist customers making informed purchases
● Size bikes to customers accurately based upon training provided
● Follow the Hub’s front end policies and procedures
● Follow proper Lightspeed procedures for all transactions
● Follow the Special Order process when making orders for customers
● Count drawer and make a note of any discrepancies through email communication
● Maintain a clean and tidy appearance in the Front End by sweeping floors and mopping as needed, keep display cases, wall, bike, and apparel racks well-organized
● Read emails and send out necessary emails to coworkers
● Be informed of the Hub’s sales and marketing events
● Keep yourself and other co workers accountable to job expectations
● Attend all mandatory Front End trainings
● Complete tasks or projects you take on or bottom line
● Be informed of the services the Hub provides, repair, used bikes, classes, etc.
● Communicate with customers and coworkers in a respectful manner
● Complete daily shared cleaning tasks for the break room and common spaces
● Keep up daily bathroom cleaning responsibilities and fill out corresponding checklist
● Follow the Hub’s norms and policies
● Specific to Front End workers certified to perform specified component installations:
  ○ Selects appropriate components (size, compatibility)
  ○ Installs components according to the Hub Best Practices procedures, including double check of work
  ○ Follows proper point of sale procedures to write work orders

Desired qualifications:
● Organized and detail oriented
● Ability to prioritize tasks and work independently and efficiently
● Good communication
● Experience or interest in cooperative development and consensus decision making
● Self-motivated and good follow through
• Customer Service Experience
• Love of bikes and biking
• Spanish skills a plus

Physical Demands:
• The person in this position needs to move about the shop to assist customers
• Occasionally moves bicycles, accessories, and other cycling equipment weighing up to 50 pounds
• Must be able to perform the essential functions of this job. Reasonable accommodations may be made to enable individuals to perform these essential functions

Time Commitment
• Late February - September, with potential for year-round employment
• Part-time to full-time hours
• General Meetings (1.5 hrs/month)
• Front End Department meetings (1.5 hrs/month)

Compensation
• This position qualifies as level 2 of the wage scale.