

## **Front End Sales Job Description**

### **Responsibilities**

*This position is responsible for providing customer service to the Hub Bike Co-op patrons through: answering the 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 needs of employees 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 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**

- July - 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 starting at \$15.75 with consideration for experience

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*The Hub Bike Co-op does not and will not discriminate for or against any employee or applicant for employment based on sex, gender expression, gender identity, race, religion, creed, color, national origin or ancestry, age, disability, marital status, sexual orientation, military or veteran status, genetic information, child or spousal support withholding, citizen or immigration status, or status with regard to public assistance. This policy applies to all aspects of employment at the Hub Bike Co-op, including recruitment, advertising, hiring, training and development, promotions, transfers, terminations, demotions, layoffs, compensation and benefits, social and recreational programs, and all other conditions and privileges of employment in accordance with applicable federal, state, and local laws.*