

## **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 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 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 coworkers 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.



