



JOB DESCRIPTION

Experienced Sales Advisor Full/Part-Time

Here's what you need to know:

We're the team that makes New Bike Day happen. We're trusted experts, product gurus, and avid cyclists. We've worked hard over 34 years to bring the best service and sales experience to Winnipeggers, Manitoban's and beyond!

We got here by having great people, people that love bikes. Not just racers, or commuters, or talented transplants, but people who simply enjoy getting outside and riding.

Woodcock Cycle Works is looking for experienced, passionate and friendly individuals who have a genuine interest in the bicycle industry and are willing to share that interest through outstanding customer service both in product knowledge and sales.

Here's what we're looking for:

Must have an interest in cycling.

This might seem obvious, but you'll be dealing with bicycles and the people who ride them. We're a passionate group of people and sharing that passion is what we do.

Personal experience with cycling.

Must be experienced with cycling in some form. MTB, road, gravel, cyclocross, commuting; whatever your preference we're looking for someone who has personal experience in the sport and is ready to bring that passion into the workplace. Give us a low-down on some of your favorite riders and events for some sweet bonus-points!

Must have previous outdoor retail, bike shop or related customer service experience.

Although we provide excellent training opportunities and product knowledge seminars to ensure everyone has the skills and knowledge they need to excel, this is a fast paced environment and a busy season to begin training. Previous experience in the service or sales industry are an asset.

Strong customer service and communication skills.

Customer interaction is part of the job. You'll build relationships with clients, give your expert advice, and assist our customers in whatever way we can.

Efficient and self-motivated.

Being motivated and willing to work as a team or on your own, with or without direct supervision is an asset.

Willingness to learn.

Our shop is always growing and we want you to grow with it. Sometimes this means being open to adopting new training standards and developing solutions as a team.

Proficiency using computers.

You'll handle transactions through our point-of-sale software as well as complete training and research assignments for specific products or clients.

Friendly and enthusiastic personality.

We love what we do, and you will too. We're one big family and firm believers that a friendly smile and can-do attitude goes a long way.

Here's what you'll be responsible for:

- Assisting customers with products and information.
- Setting up and conducting test rides.
- Maintaining a clean work environment.
- Re-stocking and merchandising product.
- Basic maintenance and set up of display bikes.
- Participating in training initiatives and seminars.
- Working with Service staff on work orders and warranties.
- Processing sales on our point of sales systems.
- Informing and completing customer special orders.
- Checking and managing emails daily.
- Opening and closing duties.

Woodcock Cycle Works offers competitive wages and a generous employee discount program. Become a part of our great team by sending a cover letter and resume to: info@woodcockcycle.com.