



JOB DESCRIPTION

Service Manager Full Time

Here's what you need to know:

Do you love riding and fixing bikes? Giving people advice and troubleshooting problems? Do you like working on a team, providing leadership and training others? How about navigating custom build projects, sourcing components and piecing together two-wheeled masterpieces? If any of these areas pique your interest, keep reading.

This position requires that you have previous mechanic and leadership experience. You need to be able to work independently to initiate projects, troubleshoot problems, as well as lead a team of mechanics, service counter staff, and bike builders. This includes everything from wrenching and building bikes, to offering advice to staff and customers and training your staff as necessary. If you are a highly motivated individual that loves bikes and enjoys working on a team, then this position is for you!

Here's what we're looking for:

Must be confident, respectful, and able to lead a team.

You will be in charge of overseeing a diverse team of service techs and mechanics. This requires strong communication skills, an approachable and respectful demeanor, and willingness to work on a team. When problems arise, staff will look to you for solutions.

Must have technical knowledge, and proficiency working as a mechanic.

You will be a lead mechanic, as well as service counter staff, and will be expected to lead your team by example. Having previous experience working in a bicycle service department is necessary.

Must have previous management experience in a similar retail or bike shop setting.

You will oversee scheduling of service staff, opening and end of day tasks such as cashout, and navigating workplace interpersonal problems. You will also be responsible

for purchasing products for the service department, tracking sales history to know what the store needs to make a profit, and maximizing efficiency and productivity in store.

Must be able to remain calm and collected under pressure, and navigate conflict well.

It will be your responsibility to handle difficult customer interactions in the store, as well as handle any problems that may arise between staff. If there is an emergency in the store, you will be responsible for organizing staff and ensuring everyone's safety.

A valid driver's license, proficient driving record is preferred.

Part of the job will include transfers to and from our warehouse, so you must be able to load and unload product that may exceed 50 lbs into a van, and drive it. No special licensing is required beyond a valid class 5 provincial driver's license, but experience driving large vehicles is helpful.

Able to work evenings and weekends.

We require all staff to be available to work one evening and one weekend shift per week, and we want our management team to lead by example so we ask the same requirements of them.

Here's what you'll be responsible for:

- Overseeing the workflow of the service department to ensure that all work is completed smoothly and efficiently
- Training service counter staff, bike builders and mechanics to ensure work is done safely and to store standards
- Setting policies and ensuring they are adhered to by all service employees
- Making schedules & ordering product
- Hiring staff, providing feedback, providing continual training for staff, and leading by example.
- Overseeing the rental operations
- Problem solving and navigating conflict in store and between staff
- Opening & closing tasks, as well as a vast array of retail related responsibilities.

How to Apply?

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