



JOB DESCRIPTION

Service Advisor Full / Part-time

Woodcock Cycle Works Inc.
433 St. Mary's Rd.
Winnipeg, MB
R2M 3K7

Here's what you need to know:

We're the guys that make #newbikeday happen. We're a wealth of knowledge that our customers rely on. We're the product of one man with a vision. We're the biggest bike shop in central Canada and we didn't get here by accident.

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. They've been mechanical geniuses, people persons, product nerds, even just spry and excited to learn.

Sound like you? Then keep reading.

Here's what we're looking for:

Must be mechanically inclined.

This might seem obvious but you'll be working with tools, thinking on your feet and troubleshooting, a lot.

Experience in bicycle repair & service valuable but not necessary.

Bicycle repair can be complicated but we always love to teach someone who's eager to learn.

Strong customer service skills.

Customer interaction is part of the job. You'll build relationships with clients, give your expert advice, and help our service advisors.

Efficient and self-motivated.

You have people counting on you to have the job done on time. Your ability to prioritize your work and manage your time will determine your stress level in this job.

Strong communication skills.

You'll be communicating with both customers and other staff by phone, email, and in person. Accurate and thorough communication sets everyone up for success.

Proficiency using computers.

You'll track and report work through our in-store 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 we help each other where we're needed, and a smile goes a long way.

Here's what you'll be responsible for:

- Maintaining a happy to help attitude
- Preparing work orders, troubleshooting, and providing repair estimates.
- Communicating to mechanics in a clear and concise manner
- Building and adjusting new bikes
- Informing and enforcing service policies
- Managing and preparing rentals
- Maintaining a clean work environment
- Performing basic bicycle repairs (tube changes, cable installs, brake and gear adjusts, etc)
- Selling and ordering parts and accessories
- Initiating warranty claims
- Organizing and re-stocking product

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