



Position: Service Advisor - Kensington

Ridley's Cycle opened in 1945 following Harold Ridley's return from WWII and has been family-owned and operated ever since. Ridley's Cycle's mission is to serve every type of rider in all our communities while offering the same kind of atmosphere Harold provided.

Ridley's Cycle is seeking a motivated individual who is excited by a job where no one day is the same. You will be working at our Ridley's Cycle Kensington location, where you will be a Service Advisor providing exceptional service to Ridley's customers. This candidate would demonstrate characteristics like excellent written and verbal communication, technical skills and customer service.

Description

As a Service Advisor, you will serve as the main point of contact between customers and the service department. Responsibilities include assessing bike repair needs, creating work orders, providing cost estimates, and ensuring timely service completion. This role requires strong communication skills, mechanical knowledge, and the ability to deliver excellent customer service while coordinating with technicians to keep repairs on schedule.

Primary Duties

1. Deliver high-quality work orders
 - a. Ensure customer expectations are communicated clearly
 - b. Exceptional notes are taken for mechanics' reference
2. Liaison between other departments and service advisors
3. Answering/coordinating service email and phone bookings
4. Communicate service times to the Sales team
5. Suggest appropriate products and packages
6. Maintain front shop organization and cleanliness
7. Submit warranty claims and keep customers up to date on timelines
8. Overlook build list and customer notifications when the service manager and build coordinator are not working
9. Locate and order parts for customers accurately with the POS system (Ascend)

Performance Outcomes

- Maintain required training
- Positive attitude
- Excellent customer outcomes
- Maintain an 85+ NPS
- Coachable
- Reply to emails within 24 hours (excluding days off)

Skills and Qualification

- 2+ Years in Bicycle industry
- 2+ Years as a Service Advisor
- Excellent verbal and written communication skills
- Expert on POS (Ascend)
- Efficient in using Vendor B2B
- Customer service experience

Working Conditions

- 5 days per week, 8 hrs/day. 30-minute unpaid lunch break and one 15-minute paid break
- Ability to lift 50 lbs., carry and stack boxes up to 50 lbs.
- Able to stand, walk and sit for extended periods

Compensation

- \$20-\$25/hr, Dependent on experience
- Efficiency Bonus eligible
- Employee Discounts
- Paid vacation
- Eligible for Health Benefits