



Your responsibilities include but are not limited to the following:

Hours: 1-6pm Tues-Sat in the off season. 25 hours per week approx. in the off season – September - March

Up to 40 hours / week in season March - August

Service

- Assist service department by completing new bike assembly(s)
- Write detailed, thorough, and complete work orders for the repair of customer bikes
- Perform basic maintenance on customer bikes as needed
- Clean and organize repair shop
- Complete new bike builds to Ridley's standards as required throughout the year. Ability to complete 5-7 bike builds in an 8-hour shift.
- Maintain Personal email capture KPI – 85%
- Assist with repairs as required throughout the season. Productivity to be greater than 50%
- Organize and maintain the parts room and wheel/tire hooks.
- Maintain cleanliness of the repair shop areas following daily checklist.
- Complete relevant Trek U and Shimano S-tech modules
- Customers - Assess their needs/wants. Recommend appropriate products and services while providing exceptional customer experiences and developing meaningful connections.
- Community Outreach – Participate in a minimum of 3 Ridley's Community Events in 2024(Choose from Trail Days, Maintenance Clinics, Club Rides, Bike to Work Day, etc.)

Sales

- Deliver outstanding sales experiences with Ridley's customers
- Complete daily sales and customer service needs
- Maintain a NPS score of 85 or higher
- Greet customers within 10 seconds of them entering the store
- Review complimentary products with customers during bike purchases
- Stay up to date with your store stock offering
- Process online sales as needed
- Receive new product into Ascend with corresponding PO's and prices