



## **Sales Associate – Full or Part Time**

**Schedule:** A combination of weekdays with hours Noon-6:00pm, Saturdays 9:45am-5:15pm

### **Job Summary**

A Bicycle Doctor Nordic Ski Shop sales associate guides our customers to ideal fitting cycling and cross-country skiing equipment that performs to their needs. Sales associate will work in a fast-paced environment during peak times and will provide support to managers during periods of down time. Day-to-day tasks vary based on the season, and sales associates must quickly adapt to what each day calls for.

### **Responsibilities and Duties**

- Perform opening/closing duties
- Perform essential sales tasks through point-of-sale system
- Perform product fitting (training offered)
- Communicate with customers by phone, email, and in-person
- Coordinate with staff to support customers across sales/service/warranty operations
- Merchandise product and assemble displays
- Continue product education through industry provided resources (web based) and identifying areas where personal growth is needed

### **Qualifications and Skills**

- Friendly and relatable to all experience levels, whether the customer is just beginning biking or skiing or highly experienced
- Ability to communicate efficiently, thoroughly, and in a professional manner with customers and with the rest of the shop staff
- Ability to listen to a customer's story, empathise with their experience, ask related questions and guide the customer to a solution
- Database or Point of Sale experience
- Ability to describe solutions to customers in relatable, easy-to-understand scenarios and use facts to support recommendations
- Ability to multitask: associate may be called upon to help multiple customers at one time and accomplish smaller tasks in between sales
- Willingness to assist in any type of task with a positive attitude



## **Ideal Candidate**

Bicycle Doctor Nordic Ski Shop is renowned not only for high quality fitting for bicycles and cross country skis, but also for its friendly, welcoming atmosphere. Our ideal candidate won't know everything or have every product spec memorized, but has the ability to problem solve quickly to find the correct information with a graceful attitude. They work well with a team, are a self-starter, and have a personality that resonates well with others. We rely on our associates to learn through our online resources, by observing, and asking questions. Candidates with active lifestyles and enthusiasm for the outdoors will be able to provide the best experience-based advice to customers. Above all, it is most important to have an awesome attitude that creates a positive first and lasting impression.

**Benefits:** To be discussed during the interview process.

**How to apply:** Submit Cover Letter and Resume to Kyle Warras, Sales Manager at [kyle@bikedr.com](mailto:kyle@bikedr.com)