

## Service Manager Job Description



Join Bingham Cyclery's team of passionate cyclists! Bingham Cyclery is seeking an experienced Service Manager. This individual should be attentive to details, capable of multi-tasking, and dedicated to completing assignments and projects to meet the high standards of quality at Bingham Cyclery.

### **Primary Service Department responsibilities include but are not limited to:**

- Leading the process by which we receive repairs, write-up repair tickets, schedule the work, and assign each repair to various mechanics within the shop
- Drive service sales through offering customers upgrade opportunities alongside replacement options
- Ensure that the Bingham Cyclery processes are being adhered to in the tech center and that employees understand and meet their responsibilities as a part of that
- Supervise hourly technicians; schedule work appropriately for these tech positions and ensure that assignments are completed on time and satisfactorily
- Address any customer service and warranty issues, including initial and follow-up calls to customers,
- Initiate and oversee all warranty claims in a timely and efficient manner and communicate follow-through via all appropriate electronic channels
- Write work orders based on on-the-spot analysis; provide customers with accurate cost estimates and maintenance suggestions
- Educate tech staff regarding company policy, programs and standards
- Plan and/or lead special events or workshops in your tech center, for customers as well as for staff
- Manage service inventory under the supervision of store management, including ordering and cycle counting
- Monitor productivity and performance of tech staff
- Organize supplies and product within the tech center to promote a clean and efficient work environment

### **Additional Responsibilities**

- Support Store Manager by: managing the team on manager's scheduled day(s) off, having a key and code to the shop, closing/opening store as necessary.
- Support the sales staff as needed by creating a customer base through communication, fairness and integrity and by providing great customer service
- Complete a training program which involves in-store training as well as paid, internet-based training
- Maintain professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
- Support the sales, energy and productivity of the store
- Interact with customers and provide exemplary customer service; educate customers about bicycles, bicycle accessories and clothing, and any other cycling-related products in the store
- Protect employees and customers by providing a safe and clean store environment.
- Maintain the stability and reputation of the store in all manners
- Learn from your coworkers and share knowledge regarding new products and events
- Contributes to team effort by accomplishing related results as needed.
- Perform other tasks assigned by Store Manager

### **The ideal candidate:**

- Has the following has the following attributes: Customer Focus, Market Knowledge, Staff Management, Results Driven, Client Relationships, Verbal Communication
- Ability to work flexible full-time hours
- Should be passionate about cycling as well as promoting the benefits of a cycling lifestyle and culture
- Has at least 4 years of bike maintenance experience
- Has at least 2 years of sales experience working in retail, preferably with bikes
- Has at least 2 years of management experience
- Enthusiastically embraces the concept of serving the customer and providing an exceptional retail experience

- Is capable of safely lifting and carrying 50 lbs on a regular basis
- Is detail-oriented and able to manage multiple projects simultaneously
- Is proficient in Microsoft Office, including Word, Excel and Outlook and the Google platform (gmail, calendar, Drive)
- Is intrinsically motivated, able to work both independently and as a member of a team, and thrives in a dynamic, fast-paced environment
- Ability to speak Spanish or other languages is encouraged

This full-time position offers competitive compensation, benefits, and incentives! If you take pride in your work, enjoy being part of an enthusiastic team, and have 4+ years of bike maintenance experience and 2+ years of management experience, please email your resume, the completed job application

(<https://www.binghamcyclery.com/about/application-for-employment-manager-pg1409.htm>) , and a list of three professional references to [jobs@binghamcyclery.com](mailto:jobs@binghamcyclery.com)

**Wage:** \$16-22/hour + Monthly Bonus Opportunities (up to an additional \$3,500/year)

**Benefits:** Use of rental bikes, Employee Purchase perks, Health and Dental benefits

**Start Date:** Immediately

Last updated: January 2023