

Service Manager Job Description

Are you passionate about bikes and skilled in delivering exceptional customer service? As the Service Manager at Bingham Cyclery, you'll play a key role in ensuring our customers enjoy top-notch service and expert care for their bikes. You'll lead a dynamic team of technicians, oversee all aspects of the service department, and drive sales growth through innovative service solutions. If you're a problem solver, a strong communicator, and a leader with a love for cycling, this is your opportunity to turn your passion into a rewarding career!

Financial performance - 50%

- Serves as the primary contact for service customers, managing intake, updates, and exit processes professionally.
- Drives service sales by offering upgrades and replacement options during ticket creation.
- Oversees repair intake, ticket creation, scheduling, and mechanic assignments.
- Prepares detailed work orders, including issues, repairs, costs, and ensures accurate database entry.
- Creates estimates by calculating materials, labor, and customer payments.
- Verifies warranties and explains coverage, exclusions, and provisions to customers.
- Maintains customer rapport by explaining estimates, obtaining approvals, and addressing questions or concerns.
- Records and updates detailed repair notes and corrective actions.
- Participates in industry and manufacturer training to enhance job knowledge.
- Contributes to organizational success by exploring and implementing new initiatives.
- Ensures timely work order pick-up, accurate service notes, and correct parts/labor documentation.
- Leads or organizes customer and staff events or workshops in the tech center.
- Proactively engages customers in conversations about service needs and bike care.
- Proactively conducts sales calls to generate new business, promote service offerings, and identify opportunities to meet customer needs and drive revenue growth.
- Attends weekly Manager meetings and leads the service portion of daily huddle meetings.

Technical Services- 15%

- Completes advanced level repairs and teaches as they go.
- Performs minor repairs such as derailleur and brake adjustments, flat repair and other various quick fixes on the spot as needed to keep service flowing through the department.
- Checks new bike build quality and identifies 'Assemblers' that need more training.
- Ensures every service bike is checked and meets Bingham Cyclery service standards.

Service Warranty - 10%

- Creates and submits warranties to manufacturers for eligible service bicycles. Follows up on Warranty submission and pushes for a timely resolution and reimbursement.
- Balances customer's expectations, manufacturer's obligations, and store's profitability.

Human Resources – 10%

- Manages store's service schedule and assigns service work to all Technicians.
- Maximizes service jobs scheduled in a week and minimizes turnaround time.

- Ensures Technicians complete training programs.
- Participates in the annual planning process, quarterly/monthly/weekly KPI review meetings, and other meetings as necessary.
- Monitors productivity and performance of tech staff; provides regular feedback to technicians' on their respective efficiency and quality standards.
- Supervises hourly technicians: schedules work appropriately for these tech positions and ensures that assignments are completed on time and satisfactorily.
- Educates tech staff regarding company policy, programs and standards.

Maintain Service Parts Inventory – 5%

- Keeps a well organized inventory of most commonly attached service parts. Participates in weekly cycle counts. Monitors reorder points to ensure inventory levels are correct.

KPIs

- Writes 80% Of Store's Work Orders
- Sales Per Hour - \$150 (April- August), \$100 (September – March)
- Service Turnaround time - <72 Hours
- Labor+Components+Parts = 27%-30% of store sales goal
- Email capture rate = 85%+
- Lead calls/texts completed = 5 per day (can be adjusted seasonally)

Wage: \$17-\$25/hour

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

Start Date: Immediately

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 3+ years of bike maintenance experience and 1+ 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