

## Store Manager Job Description

Join Bingham Cyclery's team of passionate cyclists! Bingham Cyclery is seeking an experienced Store 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 job duties include but are not limited to:

- Lead your sales staff and create 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
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
- Responsible for 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
- Perform bike fittings for bikes of all makes and models
- Lead the daily operations of the store, including restocking, cleaning, organizing and merchandising
- Protects employees and customers by providing a safe and clean store environment.
- Maintains the stability and reputation of the store in all manners
- Learn from your coworkers and share knowledge regarding new products and events
- Ongoing responsibilities include:
  - o Hiring and/or training of new sales staff
  - o Coordinating staff schedules
  - o Manage inventory processes, including receiving, ordering, and cycle counting
  - o Organize and merchandise product cleanly and creatively
- Educate sales staff regarding company policy, programs and standards
- Maintain accurate financial and sales reports
- Monitor productivity and performance of hourly sales staff
- Demonstrate a commitment to your staff, your peers, your supervisors and the Bingham Cyclery mission
- Contributes to team effort by accomplishing related results as needed.
- Perform other tasks assigned by Owner

### Service Department Responsibilities

- Guiding the process by which we receive repairs, write-up repair tickets, schedule the work, and assign each repair to various mechanics within the shop
- 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
- 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

### 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 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 2-4 years of sales 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:** \$40,000 - \$60,000 + Monthly Bonus Opportunities (up to an additional \$19,000/year)

**Benefits:** Use of demo bike, Employee Purchase perks, Health and Dental benefits

**Start Date:** Immediately

Last updated: January 2023