



River Mill Cycles
615-9 Hampton Pointe
Hillsborough, NC 27278
919.298.2901

About River Mill Cycles

River Mill Cycles is a Bicycle Retailer located in Hillsborough, NC. At River Mill Cycles, our mission is to provide honest, high-quality service to every rider, from beginners to seasoned cyclists. We are committed to creating an inclusive and welcoming space where everyone can enjoy the ride—whether for fun, fitness, or performance. Through expert service, community involvement, and a passion for cycling, we strive to make every experience on two wheels better, more accessible, and more enjoyable.

About the position

We are seeking an energetic and customer-focused **Retail Floor Sales Associate** to join our team. As a key member of our shop, you will play a vital role in providing excellent customer service, helping riders find the right gear, and creating an inviting and knowledgeable shopping experience. If you have a passion for cycling and enjoy sharing your knowledge with customers, we'd love to hear from you!

Responsibilities

- Greet and assist customers, helping them select bikes, accessories, and apparel based on their needs and preferences.
- Provide product knowledge and expert advice to customers, helping them make informed purchasing decisions.
- Maintain an organized and visually appealing sales floor, ensuring products are well-stocked and properly displayed.
- Collect customer information and handle transactions accurately and efficiently using the point of sale (POS) system.
- Promote store sales and special offers, assisting with inventory management and stocking.
- Participate in community outreach events
- Support the team by keeping the shop clean, safe, and welcoming
- Stay up-to-date with new products, cycling trends, and industry knowledge

Qualifications

- Experience in a customer service oriented position, preferably in cycling or the outdoor industry
- Friendly, approachable demeanor with excellent customer service skills
- Strong communication skills and the ability to work well with a team
- Ability to work in a fast-paced environment and stay organized
- Willingness to learn and share your passion for cycling with customers
- Proficient use of typical office software
- Proficient use of Lightspeed POS (or similar software)
- Desire to participate in a collaborative work environment
- Familiarity with bicycle mechanical systems and service writing preferred
- Ability to work on the weekends and holidays

Compensation

- Competitive pay based on experience
- Employee discounts on bikes, gear, and accessories.
- Opportunities for professional development and certifications.
- A fun, inclusive work environment with a passionate cycling community.
- Flexible scheduling options

If you're excited about this opportunity, we'd love to hear from you! Stop by the shop with your resume, email us at info@rivermillcycles.com.

Come be a part of a shop that values quality work, honesty, and the joy of cycling!