

The Bike Shop Calgary (North Location)

Service Manager

Job Location: 4112 – 8650 112 Ave NW, Calgary AB

Primary Focus

The Service Manager is involved in all aspects of our service department including scheduling, training, troubleshooting, quality control, and performing general service work as needed. A good Service Manager will help our staff to learn and grow, ensure communication with customers is consistent, and maximize the efficiency of staff available to them.

Responsibilities

- Scheduling service staff and ensuring adequate coverage
- Ensure work orders are being completed by staff in a timely manner
- Quality control for work performed by service staff
- Advanced troubleshooting and supplier outreach, including warranty of hard goods
- Mentoring other service staff and communicating effectively with team
- Maintaining a safe and tidy workspace for everyone
- Customer outreach as needed with any unhappy customers

Desired Qualifications and Experience

- 4-5 years' experience as a professional bicycle mechanic
- Previous management experience in some capacity is an asset
- Well-developed interpersonal skills
- Solid knowledge of current cycling technology and industry trends
- Strong attention to detail
- Experience utilizing POS systems (experience with Ascend software is an asset)
- Ability to handle stressful situations and conflicting demands
- Excellent written and verbal communication skills
- Well-organized with the ability to prioritize tasks

Company Overview:

The Bike Shop Calgary is an independently owned bicycle and accessories dealer that has been serving the Calgary area for over 50 years. We are the largest multi-location independent bicycle dealer in Calgary. We love cycling and love to share our passion for it with the vibrant cycling community around us!

Working at The Bike Shop will provide you with:

- A fun, challenging, and fast-paced work environment
- The opportunity to build relationships with people who love cycling
- On-the-job training to ensure your product knowledge is up to date
- Opportunity for a fantastic employee discount

We are looking for pro-active candidates who are self-motivated problem solvers. If you are interested in this opportunity, please apply via e-mail to jobs@thebikeshop.com or call the shop/apply in person. Only candidates being considered for interviews will be contacted.