

The Bike Shop Calgary (North Location)

Service Writer – Full Time

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

Responsibilities

A Service Writer is responsible for the development of accurate estimates of time and cost for our customers' bicycle repairs. The sale of parts and services to match consumer needs is an important part of this. Minor repair work to keep customers riding is required as well as performing safety checks on brand new bikes before they leave our building. A great service writer can quickly and accurately diagnose all manner of mechanical issues and quickly form solutions. The ability to effectively schedule work orders for the rest of the team of mechanics is critical. Effective communication is a requirement as well as the personal drive to continually meet and exceed our clients' expectations.

Wage Range: \$17-20 per hour

Desired Qualifications and Experience

- Minimum 1-2 years' experience as a bicycle mechanic or bicycle service writer
- Positive, outgoing, customer service personality
- Experience utilizing POS systems (experience with Ascend software is an asset)
- Ability to handle stressful situations and conflicting demands
- Strong communication skills [written and verbal] and time management skills
- Solid knowledge of current cycling technology and industry trends
- Flexible schedule – at least one day of weekend availability is required

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!

Our mission is to create lasting relationships with our customers, two wheels at a time. We appreciate new ideas and continuous improvement. Come join us and have a blast while doing it!

Working at The Bike Shop will provide you with:

- A fun, challenging, and fast-paced work environment
- In-store discount plus access to industry pricing on a range of brands & products
- The opportunity to build relationships with people who love cycling
- On the job training of the systems we use

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.