

## **Service Writer**

The Bike Shop Calgary (**North Location**)  
4112 - 8650 112 Ave NW, Calgary, AB T3R 0R5

### **Company Overview:**

The Bike Shop is the largest independently owned bicycle retailer in Calgary and has proudly served our community for over 50 years. With three retail locations throughout the city, our team members pair thousands of customers with their dream bike everyday, make repairs and adjustments, and share the enthusiasm of all styles of cycling.

### **Responsibilities**

Service writers are the face of the service department and many people's first and sometimes only point of interaction with our staff. By accurately and effectively diagnosing service needs and performing minor repairs, service writers help keep our customers happy and maximize efficiency of our service techs' time. As a member of the service department, a service writer's responsibilities include:

- Developing accurate estimates for time and cost for customers' bicycle repairs.
- Recommending necessary parts and services to match customers' needs.
- Scheduling work orders for our service techs to complete.
- Basic repair work including tube and tire replacement, minor gear adjustments, etc.
- Performing safety checks on brand new bicycles before they leave our building.

### **Job Qualifications**

- Previous experience as a bicycle mechanic or service writer in a formal setting
- Positive, outgoing, customer service personality
- Effective communication and time management skills
- Strong attention to detail
- Solid knowledge of current cycling technology and industry trends
- Experience utilizing POS systems (experience with Ascend software is an asset)

### **Working at The Bike Shop will provide you with:**

- A fun, challenging, and fast-paced work environment.
- The opportunity to build relationships with peers who love cycling.
- In-store discount plus access to industry pricing on a range of brands & products

If you are interested in this opportunity, please apply via e-mail to [jobs@thebikeshop.com](mailto:jobs@thebikeshop.com) or apply in person. Only candidates considered for an interview will be contacted.