

## **The Bike Shop Calgary (Central Location)**

### **Service Writer – Full time**

**Job Location: 801 – 11 Ave. SW, Calgary AB**

#### **Company Overview:**

Our mission is to create lasting relationships with our customer's, two wheels at a time. We value our team, making sure we have the best. We appreciate new ideas and continuous improvement, inspiring others with our positive energy.

Come join us, and have a blast while doing it!

The Bike Shop Calgary is an independently owned bicycle and accessories dealer that has been serving the Calgary area for over 30 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
- A chance to improve interpersonal skills
- 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

#### **Primary Focus**

The Service Writer is responsible for the development of accurate estimates of time and cost for our customer's bicycle repairs. The sale of parts and services to match consumer needs is an important part of this.

#### **Responsibilities**

As a service writer/mechanic your responsibilities will include developing relationships with The Bike Shop's wide customer base. A great service writer can quickly and accurately diagnose all manner of mechanical issues and quickly form solutions. The ability to listen is paramount in creating a comfortable environment to facilitate a smooth transaction for the consumer. A great service writer can produce a seamless transaction between the consumer and The Bike Shop by developing an accurate estimate for services/parts; moreover, the ability to effectively schedule for our team of mechanics is paramount. Effective communication is a requirement as well as the personal drive to continually meet and exceed our clients' expectations.

#### **Desired Qualifications and Experience**

- Minimum 1-2 years' experience as a bicycle mechanic
- Strong customer focus
- 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 Well organized with the ability to prioritize tasks
- Flexible schedule – shifts may include days, evenings and weekends

We are looking for pro-active candidates who are self-motivated problem solvers. We provide on-site industry-based training. A successful candidate will naturally learn about the cycling industry through personal initiative. Responsibilities also include assisting in store operations by making positive recommendations for new products, price adjustments, and beneficial changes to store policy and procedure. If you are interested in this opportunity, please apply via e-mail or call the shop/apply in person. Only candidates being considered for interviews will be contacted.