The Bike Shop Calgary (Central Location)

eCommerce Sales – Full-Time

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

Company Overview:
Our mission is to create lasting relationships with our customers, one phone call, email, and transaction 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!

We are the largest multi-location independent bicycle dealer in Calgary and are rapidly growing our online business across Canada and beyond. 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 support, growth & fulfillment of eCommerce sales of bicycles, parts, accessories & apparel to match our customers' needs.

Responsibilities
As a member of the eCommerce team you will be responsible for the accurate processing and fulfillment of customer orders. Answering phone calls, emails and responding to chat requests to support customer inquiries and complete the sale of bicycles, parts, accessories & apparel. A great eCommerce sales associate can guide customers through the purchase process, answers inquiries via multiple channels simultaneously while providing consumers with unparalleled support, all from a distance. Must be customer focused and willing to own every customer challenge combined with the ability to listen and translate customer wants and needs into products and solutions.

We provide initial on-site industry-based training. A successful candidate will naturally learn about the cycling industry through personal initiative. Responsibilities also include creating items on our website, assisting in eCommerce operations by making positive recommendations for new products and beneficial changes to eCommerce processes and procedures, and the organization and merchandising of stock.

Job Qualifications

- Prior knowledge of the cycling industry is required
- 1-2 years of previous sales experience is required
- 1-2 years of previous eCommerce experience is an asset
- Fluency in French is an asset
- Positive, outgoing, customer service personality
- Calm levelheaded demeanor in stressful situations
- Comfortable communicating and performing within a team environment
- Experience utilizing basic point of sale systems
- Strong written and communication skills
- Well organized with the ability to prioritize tasks
- Strong time management skills

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.