



BIKE SERVICE MANAGER

HIRING: FULL-TIME STAFF

Gear West is looking to hire a full-time bike service manager to join our fun and passionate team. This position is centered around strong mechanical skills, management abilities, and will be filled by somebody who is comfortable being customer-facing. This new staff member will have a love of the outdoors and experience in the world of cycling. Due to the constant evolution of the outdoor industry and the products surrounding it, this staff member will also be excited to learn and eager to stay updated as the industry evolves.

Gear West works every day to sell and support our passions of health, fitness, and fun. We are more than a company or a shop, Gear West is the lifestyle that it markets. This active lifestyle is consistent across our staff and supported by the working environment. We are also focused on growth. Through consistently working on internal systems and communication, we support achievement, both within Gear West and beyond. A few other benefits include dogs and cookouts (We like dogs and cookouts!)

GEAR WEST'S UNIQUE APPROACH TO RETAIL

- Gear West is a campus! Your coworkers have expertise extending to every corner of the outdoor world. They are always willing to chat and support you in whatever you need, work or play
- Every Saturday and Sunday our hours are limited. While you will be expected to work weekends, we are only open from 12pm to 4pm on Sunday and 10am-5pm on Saturday
- Gear West is involved in the local community, but we are also a community of our own. We host events, sponsor athletes, and collaborate with local businesses often

- We offer a flexible schedule and days off, in order to accommodate coaching, competing, and a life in the sports we serve

OPERATIONAL DETAILS

- This position will require evening and weekend hours
- Gear West's hours are 10-7pm Monday-Thursday, 10-6pm Friday, 10-5pm Saturday, and 12-4pm Sunday
- There are currently 1-2 full-time bike service staff at Gear West, with 1-2 part-time staff for support. Shifts typically have 3-4 people working

DAILY TASKS AND DUTIES

- Manage Gear West Bike service schedule, including both staff and maintenance & repair schedules
- Assemble, maintain, and repair bicycles and related equipment, meeting Gear West standards as well as vendor standards
- Ability to accurately assess customer needs and complete service to meet those needs in a timely manner
- Communicate with both customers and coworkers, ensuring service procedures are understood
- Maintain and service shop rental items
- Occasionally assist on the sales floor, sharing knowledge of parts and basic bike services
- Communicate inventory needs and levels to Purchasing Manager
- Report quality and safety issues to Bike Store Manager
- Assist in maintaining tools and equipment, keeping the work environment safe and clean
- Ability to share knowledge and train staff in bicycle maintenance and service

EXPERIENCE WE ARE EXCITED FOR YOU TO HIGHLIGHT

- Background in bike maintenance and service
- Experience in management and leadership
- Demonstrated willingness to learn and apply new information and skills in a professional scenario.
- Excellent communication skills towards both coworkers and customers in the store, willingness to work in a team environment.
- Ability to multitask while remaining organized
- Strong attention to detail

- Demonstrated strong customer service skills
- Ability to work a flexible schedule based on business needs, including evenings and weekends
- Comfortable and able to periodically lift 50lbs

COMPENSATION & BENEFITS

This position is salary based (full time)

- \$40-\$60k a year, depending on experience
- Industry perks like deals on outdoor gear, access to shop tools & equipment, and opportunities for involvement in industry events

LOCATION

Ability to commute/relocate:

- Long Lake, MN 55356: Reliably commute or planning to relocate before starting work (Required)
- Full-time in person

TO APPLY:

Send your resume and a brief description about yourself to brett@gearwest.com