

## Job Vacancy – Cycling Advisor & Sales Administrator

Dorvics Cycles has been selling and servicing bikes in Leighton Buzzard for over 80 years and we claim to be the oldest bike shop in the Home Counties and Midlands. Over the last 4 years we have transformed the business into a cycling hub and 'go to' bike shop, serving the vast and growing local cycling communities from cycling club members, leisure and social cyclists and commuters - we have a diverse range of customer needs.

We are now looking to expand our Team with an ambitious person to assist in running the sales and admin side of the business. We are a small team and getting the right person is paramount as we all have to do our bit from cleaning to customer service and getting our hands dirty. As a minimum you must be into cycling, love bikes, passionate about cycling, have extensive experience of riding bikes – our customers look to us as experienced cyclists to confidently give them the right advice.

This opportunity will have flexible working arrangements with an average of 30-40 hours over 7 working days per week, including rostered weekends. The position will be focussed on the overall day to day running of the customer service, sales and admin side of the business. The administration tasks simply mean making sure the business can function and customers are happy, this will include;

- Serving customers and managing the sales process from first enquiry to the time they ride away
- Stock ordering (and research)
- Stock management using our EPOS system
- Workshop co-ordination - booking repairs in and keeping customers advised on the status of their bike repair
- Web & Social media - keeping blogs and social media feeds live and current
- Bank reconciliation
- Supplier management and payment processing
- Organising and running the retail side of the business

We do need someone with a high level of computer literacy as we use many different systems, spreadsheets and databases to run the business. It will be an advantage to have retail/business administration experience but there is no requirement to be able to repair bikes although training will be given.

This is an ideal role for someone that takes pride in and understands the balance between improving business and customer satisfaction. Our sales approach is honest, using plain English explanations and a welcoming attitude towards any customer. You will need to be, approachable, friendly and knowledgeable about cycling and bikes, comfortable carrying out day to day tasks and be able to help develop the business. Most importantly, we need someone who is a "self-starter" willing to go the extra mile and give their very best.

Benefits include an industry competitive salary, pension and a very generous staff discount scheme. If you feel you have the right personal and career experience, want to make a difference, and take pride in what you do, please apply with a covering letter of what sets you apart, along with your CV to [ashley@dorvics.co.uk](mailto:ashley@dorvics.co.uk)