

## Job Vacancy – Cycle Shop Sales & Service Assistant

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 5 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 looking for an ambitious person, with the ability to work alone under their own initiative at times, to assist in running the day to day 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 repairing bikes. This opportunity will have flexible working arrangements with 30-40 hours over 4-5 working days per week, including weekends.

The position will be focussed on the overall day to day running of the sales and administration side of the business and the very busy servicing workshop. 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
- Supplier management and payment processing
- Organising and running the retail side of the business

It will be an advantage to have retail/business administration experience but it is vital to have knowledge, enthusiasm, passion and interest in bikes and cycling. Having a competent level of mechanical knowledge and the ability to carry out basic maintenance (punctures, gear and brake adjustment etc.) is also a key requirement for this role, although training to Cytech level will be provided. Preference will be given to candidates who are already trained or qualified.

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.

In return the right person will benefit from a competitive salary, paid holiday, pension and a very generous staff discount.

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)