



Adventure Cycles is a local bike shop located in St Martin's and we are looking for people to join our team in delivering friendly and accessible customer service that goes well beyond expectations.

### **Sales & Customer Support Assistant**

We're a small team of passionate cyclists, striving to serve the needs of local cyclists. We pride ourselves on high levels of customer service and superior technical knowledge. As a sales assistant you'd be employed in a customer facing role, often as the first point of contact in an extremely busy working environment. The ideal candidate will be energetic, enthusiastic and knowledgeable. They will have to join a small hard working team, it's a full-time position and includes Saturday working.

#### **Experience:**

- Sales experience recommended;
- Passion for cycling;
- Bicycle industry experience is an asset;
- Great people skills.
- Clean driver's license is an asset.

#### **Qualifications:**

- Must understand the sales process,
- Must be a good listener;
- Ability to retain and remember technical information;
- Must be able to work in a fast paced environment;
- Must be able to multi task.
- Must be comfortable being the first point of contact in a busy retail environment
- Ability to work as part of a team;
- Ability to creatively problem-solve;
- Merchandising skills;
- Computer literacy;
- Ability to work unsupervised;
- Ability to focus and/or work in spite of distractions and interruptions;
- Attention to detail extremely important;
- Passion for cycling and the Guernsey Cycling Community!

#### **Duties include:**

Deliver high level of customer service through addressing each customer needs in person, on the phone, or by email. Maintain and re-stock displays. Merchandising the store. Ordering, receiving and pricing product. Maintain a clean work environment. Follow up with customers. Book bikes in for service and liaising between customer and the workshop team. Be an ambassador for Adventure Cycles at all times both at work and in the community.

#### **Wages and Benefits:**

- Wage depends on experience;
- You will work in a friendly, happy place, doing what you love alongside like-minded people;
- Discount on all products
- Cycle to Work Scheme
- AXA Ultimate Healthcare Scheme
- Pension