



e-Bike Duluth Rental & Sales Associate

e-Bike Duluth is a rental, retail, and service shop located in Duluth, MN. We're proud to be the only exclusively e-bike focused shop in town. From city cruisers to e-MTB & e-cargo bikes, we carry a wide spectrum of brands to meet the wide variety of riders we serve. Duluth boasts the opportunity to roll along 50+ miles of incredible waterfront paved trails as well as the 80+mi Duluth Traverse starting only a couple miles from the shop (all open to e-bikes).

We're looking to hire a full-time and part-time rental/sales associate. The sales & rental associate will join the e-Bike Duluth team to assist customers with finding their e-bike smile!

With ample support and training, a week at e-Bike Duluth may include:

- + Greeting customers as a welcoming & professional representative of e-Bike Duluth. Answering questions or assisting customers with finding information for both first-time riders and returning e-bike aficionados.
- + Assist customers with creating rental, service, and test-ride reservations via online software.
- + Operate POS system and accept credit/cash payments from customers
- + Providing safety & orientation talks for rental customers' e-bike check-in/out.
- + Stocking & Re-Stocking of sales inventory
- + Assist with building new bikes for the sales floor & rental fleet. Leading workshops for staff or community classes for customers on e-bike knowledge, maintenance & repair.
- + Taking a rental bike for a ride to lunch or riding a new trail before/after work.

NEED TO HAVE:

- A love for bicycles and a passion for getting more butts on e-bikes everyday, no matter the riders' age, gender, sexuality, ability, race, creed, or ethnicity.
- Interest in exploring & understanding the capabilities of e-bikes and how they can make Duluth a more accessible place to ride for all.
- Welcoming attitude, communication & customer service skills.
- Time management skills and the ability to prioritize based on the season or day of the week.
- Creative problem-solving skills. (Sometimes we don't have the perfect solution; given tools & parts you're able to pull together a work-around that is as good as or better than the original part.)
- Organization skills and ability to maintain a clean, tidy, and safe working environment (both physically & emotionally).
- Stocking inventory and timely notification of manager of stock in small parts & accessories.
- Ability to take notes & update service tickets via computer & check-out customers via point of sale.
- Desire to better self and business through continuing education and quarterly training opportunities.

NICE TO HAVE (Opportunities for paid training & development available):

- Retail Experience working in a developing small business. Experience with rental & retail customer service or e-bikes/bicycle service even better, but not required.
- Beginner to Intermediate mechanic skills (including assembling a bicycle to correct specs, changing flat tires, cleaning & servicing drivetrain/braking systems) or interest in learning!

Compensation, Benefits, Schedule:

- \$15-\$20/hr based on experience & qualifications
- e-Bikes available for commuting



- Access to employee purchase & discount programs
- Hours: 20-40 hrs per week, weekday & weekend schedules.
- Seasonal and 10-month position available, bike shop closes: January & February

Ideal start date between April 15th -30th.

Please send a resume to manager@rlvllc.com and tell us why you're excited to spread the #ebikesmile in Duluth! You may also follow us on Instagram or Facebook [@ebikeduluth](https://www.instagram.com/ebikeduluth) or visit www.e-bikeduluth.com to learn more about our operations.