



## Service Advisor

Wheel & Sprocket is a growing, nationally-recognized specialty bicycle retailer with a robust brick-and-mortar and online presence. As the face of the Service Department, a Service Advisor integrates the sales and service experience by evaluating customer bicycle issues and recommending repairs, services, parts and accessories.

### Job Description

- **Technical responsibilities**

- Excellent hospitality skills: be friendly and available while interacting with customers while providing great recommendations
- Follow our selling and service recommendation process while upholding the vision, mission and values of Wheel & Sprocket
- Answering phone calls, service check in and check out, creating sales and work orders, returns, S/Os, store transfers, returns and special orders
- Proper use of Ascend Multipoint inspection sheet
- Process warranty claims with Trek
- Stay current with all training materials and support in-store events
- Participate in physical inventory and cycle counts as needed

- **Personal responsibilities**

- Strong ability to communicate well with customers, colleagues and other stakeholders
- Strong work ethic to get the job done
- Possesses a creative eye and attention to detail
- Hearing feedback well and making necessary changes
- Giving feedback directly and in a candid, honest and effective manner
- Be dedicated to continuous improvement of own work and of the business
- Have positive attitude and strong sense of integrity

### Requirements

- 1-3+ years bicycle industry or retail experience preferred
- Technology platforms: Google Apps (email, calendar, drive), Ascend RMS.

### Other Notes

This position is based at an individual store location, but may require the willingness to travel to other locations or off-site events a few times per year. This is a seasonal, hourly position, and may have full time or part time hours. Due to the seasonality of our business, Seasonal Employees train and work during our Peak Season (March-August). Most Seasonal employees end their employment at the end of Peak Season, and many return to work again at the start of the next year's peak season. This position offers many benefits including PTO, product discounts, bike-commuter credits and other fringe benefits to those that qualify.

Qualified applicants are invited to apply online, submit a cover letter and any other supporting documentation at: <https://wheelandsprocket.com/to/apply>