



## Customer Service Representative



### **Who we are**

With a never-erring commitment to superior customer service, our mission is to be your bike shop for life. We are a performance-focused bike store, providing for like-minded riders and families across the Lower Mainland. We offer a great selection of bikes for all ages and almost every category of rider. It's true - we are obsessed! With bikes, with riding, with supporting our community, and delivering top notch service. Our motto guides everything we do. We do it Right. Right on Time.

### **The Role**

Reporting to the Sales Manager, the Customer Service Representative (CSR) is the first point of contact for customers calling or coming into our bike store. Delivering exceptional customer service, the CSR is key to ensuring that customer experience aligns with our mission, vision and values. Bikes are fun and riding them is an enriching and empowering experience. Buying one should be the same. With passion and knowledge, the CSR makes this a reality.

Main duties include

- providing exceptional customer experience, in person, by phone or through email
- being present and actively listening to discover customer needs, wants and expectations
- explaining products and product features from a benefit and experience perspective
- ensuring our clients find the right product for their wants and needs
- helping our clients' fulfill their cycling dreams
- liaising with the service department, ensuring customers get the help they need
- processing payments
- monitoring and managing shop floor inventory levels
- assist with opening and closing duties, including morning setup, cleaning, cashing out
- assisting with effective shop floor merchandising

### **You**

- develop and maintain an expert knowledge of our product offering
- develop and maintain comprehensive bike product knowledge - bicycle retail experience is real benefit
- know how to use MS Excel or Google Sheets
- are committed to providing excellent customer service
- work self-sufficiently
- are highly motivated with a drive for personal improvement
- have a basic business understanding
- have a basic understanding of merchandising and marketing

Obsession: Bikes  
94 Lonsdale (at First Street)  
North Vancouver, BC, V7M 2E6  
Phone: 604 985 2213

Obsession: E-Bikes  
382 Esplanade East  
North Vancouver, BC, V7L 1A4  
Phone: 604 973 1837



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### **In addition, we expect all our employees to**

- be stoked about bicycles and support the n+1 principle
- actively contribute to ensuring all our customers enjoy a lifetime of cycling
- deliver exceptional customer service
- continuously search out improvements in skills through on hand learning as well as industry offered programs
- educate themselves on new procedures
- hold themselves and colleagues accountable for ensuring established standards are maintained and procedures followed
- be mindful of the health and safety of colleagues and customers
- be team players, putting the needs of the customer and the store above their own
- face conflict in a constructive manner, seeking resolutions that satisfy all
- be fluent in english - including bicycle specific vocabulary

### **What we offer**

- a salary of \$17 - 25 / hour based on experience, with opportunity to earn more
- full time employment - 40 hours a week, usually including one weekend day
- paid time off - minimum 2 weeks/year plus statutory holidays
- additional unpaid leave, subject to approval
- in-store discount off bikes, parts, accessories and labor
- access to manufacturer 'pro deals' for bicycles, parts and accessories
- access to our pro level bike shop for personal bike repair
- endless learning and development possibilities from a team of experts and from our partners (including Shimano, SRAM, Trek...)
- working with some of the best mechanics in the Lower Mainland
- the opportunity to become part of a successful team - enjoy a laid-back, team-focused atmosphere
- staff social events
- the opportunity to support local events and our community projects, including The Tour de Cure, Bikes 4 Tykes, and support the NSMBA with trail maintenance

We welcome applications from people with disabilities, BIPOC and racialized individuals, people of minority sexual orientation or gender identity, and others who may contribute to our organizational diversity and who share our values. To apply, please send your cover letter and resume in a single pdf file to [jobs@obsessionbikes.com](mailto:jobs@obsessionbikes.com)