



Job title : Assistant GM

When it comes to inspiring great customer experiences that drive top line sales and managing a team to create bottom line results, you've got it all under control. You have a keen awareness of the finer details that make a bicycle retail business grow. You're ready to both coach and support, and are looking for the opportunity to advance to the next level.

Your experience:

1. You have a minimum of 3 years of retail leadership experience.
2. You are a lot of things, to a lot of people—coach, leader, partner, and friend.
3. You're a master of communication and can relate to customers at every level.
4. You can drive sales home personally and thrive driving sales through store teamwork.
5. You think strategically, and have success in growing business, in and out of the store.

As a roll: Assistant GM, you will:

1. Lead from the front by personally engaging with customers to demonstrate benchmark levels of customer experience and sales conversion rates.
2. Assist the Store GM in recruiting, hiring, retaining, and training a diverse and brilliant group of bicycle loving sales team members.
3. Coach and assist a super-talented sales team to achieve new personal bests in customer experience and sales conversion rates.
4. Lead the sales team training and development in the areas of customer experience, product knowledge and roll: in sales training.
5. Manage supplier and partner training and product knowledge programs.
6. Lead the charge in implementing visual merchandising and product presentation standards engaging all team members in the responsibility to maintain standards.
7. Monitor customer experience and customer service-related concerns including all special order status and manage customer communications accordingly.
8. Support the Store GM by coaching store associates to consistently provide exceptional performance and customer service; address performance issues.
9. Drive store success by working with the store leadership team to ensure that all sales and overarching store goals and KPI's are met and exceeded.
10. Assist the Store GM to oversee all in store operations to achieve sales, service, organization, customer satisfaction, and profitability goals for the store.

Can't wait to get things moving:

A career at roll: is a chance to use your head, hands and heart. To use your knowledge and experience, to contribute meaningfully to the ride of peoples lives with your passion and expertise. What are you waiting for?

:get on your bike!