



Job title : Service Manager

You love bikes. As a roll: Service Manager, you are an integral part of the store leadership team that drives roll: forward in our mission to get more people riding them! You understand that there's more to service in bicycle retail than just putting things back together (correctly). Thrive on keeping things in smooth working order? Then read on..

Your experience:

1. Technical training + 4 years of bicycle service experience is required.
2. Technical guru status and enthusiast go-to resource is a must.
3. Industry certification is a plus but not essential.
4. An organized and systematic approach in all things.

As a roll: Service Manager, you will:

1. Lead the Store Service Team, working on behalf of all internal and external customers.
2. Work with Store GM to recruit, train and retain a diverse and brilliant group of bicycle loving service team members.
3. Repair and maintain all kinds and all brands of bicycles and related products.
4. Take charge of ongoing technical coaching and training to sales & service associates.
5. Provide frontline customer support, including service sales, troubleshooting, diagnosis, customer product training and research order and repair status for customers.
6. Manage all aspects of repair workflow, including work order prioritization, case management, and service part order management.
7. Manage the new bicycle builds and built back stock replenishment process in partnership with the Sales Manager, and maintain all bikes on the sales floor
8. Work with Store GM to manage weekly stock replenishment, and special orders items as needed for service repairs and sales.
9. Manage Service and bike related warranty claims, coordinating with vendors to resolve.
10. Promote and maintain an organized and efficient repair workplace.
11. Drive store success by working with the store leadership team to ensure that all service department and overarching store goals and KPI's are met and exceeded.

The perfect opportunity to practice what you teach:

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!