

About 18 Bikes

18 Bikes is a mountain bike shop in the Peak District, we also manufacture our own frames. We sell Santa Cruz, 18 Bikes, Marin, Hope and Genesis bikes - along with associated accessories, clothing and parts. We're service led - offering advice, experience and the chance to demo bikes from the shop and on our demo days. We have an extensive workshop offering everything from basic setups and puncture repair to suspension repairs, frame bearing replacement, wheel building and more.

As a small, family owned business we're keen to find someone to fit in as part of our team - working with us rather than for us. We've always involved staff in decision making and planning and plan to continue that with this role. Due to the size of the business, the work will be varied and include retail/sales work - but will consist primarily of workshop/repairs.

Key information

- Shop Assistant
- Permanent role
- Working hours to be at least 3 days/22.5 hours per week, to be discussed with applicants (we have flexibility on days)
- Based at 18 Bikes, Hope, S33 6RD

Roles will include

- Discussing workshop jobs with customers, booking in jobs, completing repairs and pricing up work
- General sales/serving customers
- Discussing bike options and custom builds with customers, pricing and availability
- Setting customers up for riding position and suspension settings for demo rides
- Accompanying customers on group demo rides
- Stock control, booking in, ordering, chasing suppliers, discussions with sales reps, restocking shop
- General cleaning, tidying, sorting rubbish/recycling

Essential skills

- Bike shop workshop experience
- Knowledge and experience of diagnosing, repairing and setting up suspension, dropper seatposts, cartridge bearing hubs, frame pivots, hydraulic brakes and 1x drivetrains
- Computer literate, ideally familiar with MAC OS
- Able to self-manage time and workflow, while also working as part of a team
- Friendly, confident and approachable with excellent customer service skills

Desirable skills

- Cytech training
- Wheelbuilding experience
- Knowledge/experience of brands we stock
- Invisiframe fitting
- Experience using Lightspeed Onsite and Ecomm software
- Experience of visual merchandising in store
- Experience of updating website CMS
- Social media experience (from a business POV)

We can offer

- Good, fair money depending on experience
- Substantial staff discount
- Involvement in the running and planning of the shop - stock/brands/models
- Work in the beautiful Peak District!
- Lift share/cycle commute depending on location

How to apply

- Send CV and covering letter FAO Simon Bowns
- Email to info@18bikes.co.uk (preferred)
- Post to **18 Bikes Ltd, Unit 3, 8 Castleton Road, Hope, S33 6RD**

Closing date - Sunday 10th February

Start date - to be discussed with candidate