



Fix
coffee
+bikes

Jr. Bike Shop Employee

Start Date: Winter 2023

Who we are:

Opened in early 2017, Fix is a coffee bar and bike shop, all under one roof in downtown Toronto's west end. In addition to serving as a local community hub, we offer well-designed, quality bikes and accessories and provide professional, accessible repair services to urban cyclists, as well as those heading out on weekend adventures. The coffee bar focuses on serving exceptional quality coffee drinks, along with other types of beverages and some light food options, mainly baked goods, sandwiches and wraps made in house. Over its six years in business, Fix's Bike Shop has grown into a full-service shop with the capacity to diagnose, troubleshoot and provide inventive solutions for the most challenging repairs and custom build requests. In 2023, Fix is expanding even more and is looking for Bike Industry Professionals to join our team.

How you fit in:

- Assisting the Front End with customer service and communications. This involves answering the phone, replying to emails as well as greeting and assisting customers in store.
- Bike and accessory sales: engaging with customers, presenting product selection and processing payment transactions.
- Receiving inventory shipments, organizing and pricing merchandise, and helping track inventory levels, all while ensuring the sales floor is clean and well-organized.
- Assisting with e-commerce order fulfilment; potential for a web shop maintenance role, if interested.
- Minor repairs such as flat fixes and accessory installations, and other service jobs as skills develop.
- Assisting the Service Writer with customer drop-off and pick-up: recording customer information, keeping good records, managing customer expectations and moving/retrieving bikes.
- Providing feedback and input to the management team on work processes, product selection and overall bike shop operations, for the purpose of continual improvement and refinement.
- Clean-up and other shop maintenance duties as required.

What makes a good fit:

- Above all, a strong communicator who is proficient in both verbal and written communication.
- A motivated team-player who understands hospitality and the customer experience.
- A solid understanding of bike components and accessories (product knowledge) and a desire to continually expand your areas of expertise.
- Competency with, or eagerness to learn, Point of Sale (POS) system for sales, work orders, ordering, and inventory control. Familiarity with Lightspeed POS is a huge plus.
- Experience in the bike industry is preferred, though skills and personality are our priorities.
- A willingness to ask questions and offer suggestions on how to improve Fix's customer experience.



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- Strong organization and problem solving skills, the ability to stay on top of tasks, and flexibility to work in multiple roles simultaneously.
- A wide range of education and work experience, and the ability to apply it to the role at Fix.

What you get:

- \$17.00-\$20.00 per hour, based on knowledge, skill and experience.
- 20-35 hours/week depending on applicant preference and employer needs; weekend shifts are a requirement for this role.
- Top-notch coffee and tea on the house, and a warm and lively community hub as a workplace.
- Staff discounts on bike and coffee retail items.
- Mentorship and training on bike repair as well as access to a full-service bike workshop.
- An opportunity to grow into Sr. roles in both/either the sales and service sides of the business.

How to Apply:

- Send your cover letter and résumé to info@fixcb.ca