



Front End Lead / Service Writer

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:

- Running the Front End of the Service side of Fix's bike shop.
- Performing on-the-spot assessments for service jobs, preparing written estimates and quotes, assisting with accessory installation and consultation.
- Managing workflow for the service team and ensuring staff are staying on task and completing repair jobs in a timely manner.
- Assisting, alongside the Sr. Mechanic and the Bike Program Manager, with quality control and troubleshooting of complicated repair jobs.
- Delegating tasks to and mentoring Jr. Bike Shop Staff on both sides of the bike shop (service and sales).
- Service-related accessory sales: engaging with customers, presenting product selection and processing payment transactions.
- Helping track inventory levels for repair parts in collaboration with the Bike Program Manager.
- Minor repairs such as flat fixes and accessory installations to assist the Service team, though the primary role is to communicate with customers and delegate tasks to the rest of the team.
- Assisting customers with drop-off and pick-up: recording customer information, keeping good records, managing customer expectations, moving/retrieving bikes and communicating with the service team.
- 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.
- Navigating difficult customer interactions with patience and poise, always ensuring the emphasis is on the customer experience.



Fix
coffee
+bikes

What makes a good fit:

- Above all, an outstanding communicator who has prior customer service and leadership experience.
- A bike maven: someone with exceptional product knowledge, understanding of bike history and thirst to constantly learn about new products, designs and innovation in the bike industry.
- Minimum 2 full years of bike retail experience. Must be proficient with Point of Sale (POS) systems for sales, work orders, ordering, and inventory control. Familiarity with Lightspeed POS is a huge plus.
- Up-to-date S-tec, Sram U and other relevant certifications.
- A motivated team-player who understands hospitality and the customer experience.
- A wide range of education and work experience, a thirst to be innovative, and the ability to apply it to the role at Fix.

What you get:

- \$22.50-\$27.50 per hour, based on knowledge, skill and experience.
- 30-40 hours/week, with an opportunity to grow into a permanent leadership role with the business.
- Opportunity for extended healthcare benefits as they become available.
- 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.
- Access to a full-service bike workshop

How to Apply:

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