



Bike Shop Manager

Start Date: Fall 2023 / Winter 2024

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 late 2023, Fix is expanding even more and is looking for Bike Industry Professionals to join our team.

How you fit in:

- Ensuring the bike shop customer experience from start to finish is welcoming, informative, valuable, enjoyable and memorable.
- In collaboration with the Owner, General Manager and Bike Program Manager, further develop, refine, grow and expand Fix's bike program.
 - Bike and bike accessory retail sales (in-shop and e-commerce)
 - Bike repair and maintenance services
- Help to lead employee recruitment and training
- Oversee, evaluate and correct employee performance, and other day-to-day team management duties, including scheduling and delegation of tasks.
- In collaboration with the team, select new parts, accessories and bikes to order.
- Set, review and track the customer experience and financial performance goals, and take initiative to ensure standards and targets are met.
- Provide input for strategic planning and future growth opportunities.
- Bike and accessory sales, assisting customers with product selection and processing payment transactions.
- Collaborate with the Sr. Mechanic to supervise day-to-day operations and ensure staff are fulfilling expectations and customer needs are met.
- Intake & Pit-Stop: Occasional basic service writing, and preparing work orders for during shifts that no other service writer is available; also minor pit-stop fixes as needed and as time permits.
- Sales floor organization / display (product placement, as well as recommendations for any merchandizing/display hardware to purchase).
- Inventory management - Lightspeed records (current stock and receiving new orders), as well as physical stock rooms.



Fix
coffee
+bikes

- Re-ordering parts, accessories, bikes, tools and consumables, as stock diminishes and based on customer needs (i.e., special orders).
- Customer communications – set standards, protocols, procedures and disseminate such to the team for communications related to sales, appointments, service, special orders, warranty replacement, and other.
- Custom builds - in collaboration with other service team members, help define customer projects and round-out parts list, price estimate.
- E-commerce order fulfillment and customer communications – oversee and delegate as appropriate.
- Providing feedback and input to the leadership 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:

- A motivated team-player who understands hospitality and the customer experience.
- Competency and/or the potential to grow as a team leader, providing guidance, mentorship, supervision and effective and constructive feedback to support the learning, growth and work fulfillment of individual team members.
- A solid understanding of bike sales and wide product knowledge.
- Competency with Point of Sale system for sales, work orders, ordering, and inventory control.
- Minimum two years of experience in the bike industry is preferred, though skill and personality are our priorities.
- Communication skills, as a good listener and clear communicator.
- Strong organization skills, the ability to stay on top of tasks, and the motivation to be productive.
- Basic bike mechanic skills and assessment abilities, and the motivation to learn more, are an asset, though not required.
- Interest and skills in web content design, digital marketing, including social media, writing and/or e-commerce are an asset, but not a requirement.

What you get:

- \$50,000 to \$60,000 per year, based on knowledge, skill and experience – approx. 40 hours/week depending on applicant preference and employer needs; some early morning and weekend shifts
- 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
- An opportunity to help craft and nurture a young, unique and exciting business concept and brand in Toronto