



(317) 356-4585

Organization Description:

Indy Cycle Specialist (ICS) is a full service bicycle shop that has been in business since 1993. It is owned and run by Scott Irons, a mountain bike rider with nearly 30 years of bike industry experience. ICS is known for its friendly customer service and expertise in all things bike related.

Job Description:

The ICS sales associate manages the operation of the sales floor. The role serves customers by helping them properly select bikes and or accessories. Assists customers in bike fitting and test rides. Provides guidance and answers customer questions over the phone. Drives sales through engagement of customers, suggestive selling, and sharing product knowledge. Creates dynamic and engaging merchandise displays aimed at selling specific products. Greets and receives customers in a welcoming manner. Responds to customers' questions.

Reports to the store manager/owner.

Work Environment:

ICS is truly a neighborhood bike shop located in Historic Irvington where the residents love their local businesses. The work environment can be fast paced at times. Attention to detail is key. Patrons will vary from novice to expert. Employees work together to deliver excellent customer service and satisfaction. Bikes are fun, plain and simple, our team has fun and gets the job done.

Primary responsibilities:

- Interact with customers and provide exemplary customer service; educate customers about bicycles, bicycle accessories and clothing, and any other cycling-related products offered by ICS
- Complete any required training programs in store and courses offered online.
- Learn and perform bike sizing and initial position set-up for all makes and models ICS carries
- Assist in the daily operations of the store, including restocking, cleaning, organizing, merchandising and opening/closing procedures
- Be willing to learn from your coworkers and share knowledge regarding new products and events with customers and new coworkers
- Perform other tasks assigned by your store manager
- Learn, understand and adhere to Company policies, procedures, and standards.
- The Sales Associate position is a full time position; you will work up to 40 hours or more per week depending on the season, while in the off-season, your role may require a less than 40-hour work week. You will need to have the ability to work evenings and weekends.

Requirements:**Abilities:**

- Arrive on-time daily with positive attitude
- Basic comprehension of Indianapolis' bike infrastructure or willingness to learn
- Listen with intent and communicate clearly with all customers and staff
- Receive instruction and complete tasks as instructed

Physical Abilities:

- Able to reach and grasp with hands and arms
- Ride a bicycle
- Able to stand, crawl, crouch, stoop, squat, and kneel for prolonged periods of time
- Able to lift objects weighing 60 pounds to waist height; and push up to 100 lbs
- Able to work from a ladder
- Able to move freely about the work environment
- Willingness to work outside on occasion

Preferred Skills:

- Passionate about cycling as well as promoting the benefits of a cycling lifestyle and culture. You do not necessarily need to have prior sales or bicycle retail experience, but you must be willing to learn about bicycles, cycling accessories, and cycling culture.
- Able to communicate effectively, both verbally and by reading and writing
- Able to embrace the concept of serving the cycling public, our customer, your customer, and providing an exceptional retail experience
- Motivated, and able to work both independently and as a member of a team, and is familiar with the local area cycling and culture

Compensation: Varies based on previous experience.

Benefits: ICS staff have access to all products and brands, sold by the store, for purchase at a discounted employee rate. Additional benefits will vary per candidate.

To Apply: Email resumes to scott@indycyclespecialist.com. Applications will be accepted and reviewed until the position is filled.

Indy Cycle Specialist is committed to diversity among our staff and is an equal opportunity employer.