

DROVER CYCLES

hay on wye

Bike Shop Apprentice Retail Assistant

Role

This is a trainee role at Drover Cycles, an independent bike shop and online retailer based in Hay on Wye. The job is hands-on and practical - from day one you will be involved in the day to day running of a busy bike shop and online store. No two days are the same, therefore a flexible approach and can-do attitude are essential.

Responsibilities

The following list is an outline of the duties and tasks you will carry out in this role. It is not an exhaustive list. Many tasks will require on-the-job training and supervision but, after a period of training and consolidation, you will be expected to carry them out independently.

Sales floor

- Positively interact with customers to ensure the best possible experience;
- Assist customers to find the right products and offer advice and guidance;
- Use sales techniques to optimise sales;
- Maintain appropriate levels of the right stock to meet customer demand including taking ownership and responsibility for identifying stock issues and the necessary action to address them;
- Operate point-of-sale technology to process customer payments including deposits and balance payments;
- Assisting workshop colleagues with estimating the cost of repairs and giving quotes;

Administration

- Preparing customer bills and other relevant paperwork;
- Responding to routine customer enquiries via e-mail and telephone;
- Conducting stock checks and updating electronic stock management system.

Merchandising and marketing

- Helping to create in-store product displays and ensure these remain up-to-date, attractive and appealing;
- Labelling and pricing products in the shop;
- Contributing to Drover Cycles social media and digital platforms, such as Facebook, Instagram and our own blog.

Online store

- Assisting with the daily picking, packing and dispatch of online orders;
- Liaising with customers regarding product and order queries.

General

- Liaising with suppliers (e.g regarding product queries);
- Receiving, unpacking and checking off deliveries;
- Maintaining a clean, safe and tidy shop following a regular routine which includes dusting, hoovering and mopping.

Entry requirements

Skills & Qualifications

- An interest in cycling
- Good level of written and spoken English
- Good communication skills
- Good customer service skills

Personal Qualities

- Friendly and engaging personality
- Attention to detail
- Polite
- Punctual
- Reliable
- Organised
- Good level of physical fitness - you will be on your feet most of the time and the role involves lifting and moving bikes, boxes of stock etc.

Desirable

- Relevant work experience

Pay, Working Days, Benefits & Holidays

The role will be based on a 5-day working week including Saturdays and Sundays. (The business is open 7-days a week during the summer, and 6-days - Mon-Sat - during the winter). There is some flexibility with working patterns but in general you should expect to work 1 weekend per fortnight (with a corresponding number of week-days off).

In addition to a competitive salary and bonus (see below), along with the training benefits outlined above, the package includes 28 days annual paid holiday, a generous staff-purchase scheme, and one of the most beneficial cycle-to-work schemes found anywhere.

Wages will start at £600 per calendar month in months 1-2, rising in stages every two months throughout the apprenticeship subject to the satisfactory attainment of agreed targets. The initial contract will run for 18 months, during which it is envisaged that the initial training and Level 2 NVQ will be completed. At the end of this period, the opportunity may arise for successful candidates to go on either to an Advanced Apprenticeship or another role within the Drover Cycles/Drover Holidays business - although this is not guaranteed and would be subject to a further successful application at that time. A bonus will also be paid to apprentices successfully completing the initial 18-month contract, calculated according to timekeeping, productivity and customer satisfaction throughout the year.