

JOB POSITION: BICYCLE SHOP SALES ASSISTANT

Department: Retail

Location: Munich

Starting data: October 2015

Job Purpose

The Bicycle Shop Sales Assistant is responsible for providing outstanding customer service that meets or exceeds guest expectations. Assist guests in choosing products. Share knowledge about the products sold in the bicycle shop and gives use advice. Shares the company brand rules and values. May be responsible for working as a cashier at bicycle shop.

As an ambassador of Eataly products and services, the Bicycle Shop Sales Assistant is responsible for helping to create and maintain quality experiences for each guest that comes to Eataly. Eataly ambassadors are expected to actively engage with guests and spend quality time with each customer.

Job Functions

- Welcomes customers by greeting them; offering them assistance.
- Daily duties include keeping the stores presentable and stocked with merchandise
- Selling bicycles and accessories
- Providing general customer service
- Processes payments by totaling purchases; processing checks, cash, and store or other credit cards.
- Some minor mechanical work (e.g. mounting bicycle trailers, tag-a-longs, and adjusting stems and seats.)
- Strong communication skills are very helpful and basic computer literacy is required for operation of a very basic point of sale program.
- Keeps clientele informed by notifying them of preferred customer sales and future merchandise of potential interest.
- Contributes to team effort by accomplishing related results as needed.
- Documents sale by creating or updating customer profile records.

Skills / Requirements

- Excellent customer care skills.
- Sportive attitude.
- Ability in Bike fitting.
- Having a friendly and engaging personality.
- Comfortable working with members of the public.
- Should have a confident manner.
- Must be helpful and polite.
- Ability to learn in a fast-paced environment.
- Must be able to work both independently or in a team environment.
- A sense of urgency and ability to hustle.
- German (mother tongue-fluent), English (business fluent). Italian is a plus.