

***Hilo Bike Hub is looking for local talent to join our team!
E-mail us or drop off your resume to apply. Mahalo!***

SALES ASSOCIATE (Part-time)

Summary

The Sales Associate is responsible for providing exceptional customer service and product knowledge to help maintain the store's image and drive sales performance.

Position Details

The primary responsibilities and areas of impact of this position include, but are not limited to:

- Clearly explain and demonstrate products to customers.
- Utilize sales training to achieve a high level of personal sales.
- Apply customer service skills to exceed customers' expectations.
- Process sales, returns, layaways and void transactions.
- Perform bike fittings for all makes and models.
- Assist in the daily operations of the store, including restocking, cleaning, organizing and merchandising.
- Attend training sessions to enhance product knowledge.
- Learn, understand and adhere to company policy, programs and standards.
- Perform other tasks assigned by management.

Position Requirements

Experience

- Prior sales or customer service experience.
- Should be passionate about cycling as well as promoting the benefits of a cycling lifestyle and culture.

Skills

- Ability to communicate and interact with a diverse population.
- Excellent sales skills and a strong customer service focus.
- Ability to multitask and work with many customers at one time.
- Knowledge of computers and technology.
- Dedication to get the job done.

Working Conditions

- Ability to be mobile on the sales floor for extended periods of time.
- Ability to lift up to 50 lbs while utilizing appropriate equipment and safety techniques.

SERVICE MECHANIC (Part-time)

Summary

The Service Mechanic is responsible for assembling bikes, and providing mechanical repairs and maintenance to bicycles and other merchandise.

Position Details

The primary responsibilities and areas of impact of this position include, but are not limited to:

- Complete assembly, repairs and maintenance of bicycles, and install accessories in a timely manner.
- Ensure understanding of customer needs and clearly explain any concerns.
- Apply customer service skills to exceed customers' expectations.
- Process parts sales and check in/out bikes following proper procedures.
- Maintain a clean work area and assist in keeping the store presentable.
- Attend training sessions to enhance mechanical skills and familiarity of products.
- Responsible for following all store policies and procedures.
- Perform other tasks assigned by management.

Position Requirements

Experience

- Prior bicycle mechanic or assembly experience preferred.

Skills

- Ability to communicate and interact with a diverse population.
- Mechanically inclined and solid problem solving skills.
- Present a strong customer service focus.
- Ability to multitask and work with many customers at one time.
- Knowledge of computers and technology.
- Dedication to get the job done.

Working Conditions

- Ability to stand, sit and use hands for extended periods of time.
- Ability to lift up to 75 lbs while utilizing appropriate equipment and safety techniques.
- Exposure to various chemicals such as grease and cleaning solutions.