

# havebike...

WILL RIDE 

## Job Description – Customer Care Executive

**LONDON – up to £26,000 starting salary.**

- Do you love sharing your passion for cycling with others?
- Do you enjoy delivering a great customer experience as a trusted advisor?
- Would you like to work with a fast growing, industry leading company with great opportunities to further your career?

Havebike (now part of Halfords) is currently looking for a bicycle loving sales and customer services executive to support our customers. Whether their first call to enquire about a service/repair, contacting them to explain the mechanic's assessment of their bicycle or handling any customer care issues, we want someone who is willing and able to uphold our reputation for excellence, professionalism and fairness in the workplace – whilst delivering outstanding service: first time, every time. That's why our customers give us great reviews on Trustpilot.

You should have a broad knowledge of all types of bicycles and some (basic) bicycle mechanical knowledge, with an excellent telephone manner and familiarity of basic IT packages (inc Microsoft Office). You will be able to communicate with other team leaders while problem solving using your own initiative under timescale and delivery pressure. You should also be comfortable upselling bicycle products and services.

### KEY DAILY AND MONTHLY RESPONSIBILITIES

- To answer incoming phone calls and emails from customers, helping them with any questions they may have, as well as taking bookings over the phone.
- To help monitor bookings and ensure steady and constant levels avoiding peaks and troughs.
- To clearly and concisely explain to the customers in jargon free language, what issues we have found with their bike, what services the bike should have and what replacement parts the customer needs.
- To use the opportunity to upsell suitable products and services to the customers, demonstrating knowledge and always acting with honesty and integrity.
- To help keep customers updated with their job at all stages.
- To help monitor and liaise with the lead mechanic to ensure the daily work flow is completed.
- To help liaise with the driver manager to monitor collections coming into the workshop and ensuring jobs are complete and ready to be dispatched on schedule.
- To help order any parts required ensuring deliveries are allocated to the relevant jobs.
- To help maintain all paperwork and electronic records relating to the jobs.
- Assisting marketing team generating content for newsletters and social media posts, e.g. before and after pictures of serviced bicycles, pictures of interest of bikes we are working on

### REQUIRED SKILLS & KNOWLEDGE

- Written & spoken English essential
- Computer literate, with MS Office & experience of CRM systems
- Knowledge of bicycles and cycling (including basic bicycle maintenance)
- Strong communicator

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- Customer service experience
- Ability to upsell

## What havebike is all about

havebike is a dynamic, growing and ambitious company with an impressive list of customers. We are currently in high growth mode, expanding across London and the Home Counties with further growth planned throughout the UK.

Working with us means you will get to see a range of bikes including high end road bikes and mountain bikes, electronic gearing systems, ebikes as well as commuter bikes and Bromptons.

havebike believes in recruiting staff with a real love for cycling and who want to help customers to also love cycling, regardless of what they ride. Our team are trained to the highest level on all bicycles with certifications including Cytech, City & Guilds, Bosch E-bike, Brompton and Shimano. We are an accredited Shimano Service Centre.

There are regular opportunities for our staff to attend training and development courses, including attendance at the Shimano Training Centre.

## Further job details

- Immediate start
- Full-time position (with full contract of employment)
- Competitive salary (up to £26)
- Potential for progression in a rapidly growing, exciting company
- Great benefits package including Cycle to work scheme, Employee discount & Store discounts
- Pension
- Comprehensive uniform provided.

havebike is committed to a recruitment process that actively encourages people from all communities to apply for posts. All we ask is that you have the skills required and the right to live and work in the UK.

If you are interested in this role, please email your CV and cover letter to: [careers@havebike.co.uk](mailto:careers@havebike.co.uk)