



# **CERTIFIED SERVICE Customer Service Representative Opportunity**

**JOIN OUR PASSIONATE  
TEAM TODAY**

**If you are passionate about Motorcycles, are very knowledgeable about the brands that we sell, have experience in a service department, have great customer service skills, understand the operation of motorcycles, ability to work in a fast paced environment, this may be an opportunity for you!**

## **Employment Description Overview**

- Ensure Customer Satisfaction each and every day by bringing a positive respectful fun attitude, clear understanding of customer service plus have a passion for motorcycle
- Must be able to work closely with all our passionate motorcyclists - managers and staff
- Ability to meet, greet and communicate with our valued customers when they bring their motorcycles in for service
- Open up Repair Orders for our customers and explain exactly what issues and or service requirements needed
- Follow up and communicate with the customers while their bike is in for service
- Work closely with the technicians and management team when needed to ensure customer satisfaction
- Wash and deliver the completed unit back to the customer and cash out the Repair Order

## **Skills and Experience required:**

- ✓ Motorcycle experience an asset including the understanding of the genres as well as the brand that Blackfoot sells
- ✓ Having a good understanding of the operation of a motorcycle - the names of the parts - repair order listings
- ✓ Be able to multitask while working in a very fast-moving environment
- ✓ Have good computer skills - Lightspeed - Excel - Word required
- ✓ Have a positive attitude each and every day
- ✓ Great communication skills
- ✓ Ability to work well in a team environment
- ✓ Be willing to do what it takes to ensure customer satisfaction
- ✓ Ability to work within a team environment

**Please you must submit a cover letter explaining your motorcycle and powersports experience along with your resume to the following email address and identify the position of CSR to: [sf2@blackfootonline.com](mailto:sf2@blackfootonline.com)**