Northtowne Cycling and Fitness, an industry-leading bike shop in Cedar Rapids, Iowa, is seeking an extraordinary Service Manager to join our leadership team.

Reasons You’ll Love it Here:

\*Northtowne is located in one of the most vibrant, fastest- growing cities in the mid-west, with a growing bike infrastructure and culture.

\*For 9 of 10 years, Northtowne has been ranked in the top US Bicycle Retailers for excellence in customer service, staff knowledge, profitability, advocacy, retention and overall success.

\*Northtowne is an 80 year old, stable, family-owned business with an eye to the future.

The Northtowne Vision, Mission and Values:

*Northtowne is a thriving business that rewards team members for passionately contributing to the health of our community.*

*Northtowne is a leading retailer in the Bicycle/Fitness community. Our skilled and dedicated team members enjoy challenging & rewarding careers through training, experience and performance. Northtowne is dedicated to earning customer loyalty through:*

*-Active Listening*

*-Attention to Detail*

*-Expert Guidance*

*Integrity, Respect, Honesty, Intelligence, Safety, People First, Selling Needs (Listening), The Golden Rule*

Does this sound like the right fit for your career?

The ideal candidate for this job will:

-Have Passion for the Northtowne Vision, Mission and Values

-Be Respected by Vendors, Retailers and Clients

-Have a Long-Term perspective on decisions

-Take Accountability for Results and Areas for Improvement

-Successfully multi-task to meet goals and deadlines

-Follow through on commitments and objectives

-Exhibit Mindfulness and Enjoy Improvement & Continuous Learning

-Recruit and build a strong team and culture of teamwork

-Possess the ability to organize, create process and train others

We’re asking for a lot, and in return, you can expect great rewards from being a leader of this team including:

-Career security and leadership development in a great family-friendly business and community

-Industry-leading compensation package: Paid Time Off, Medical Insurance Program, Simple IRA and more

-Lifestyle incentives: Gym membership, Commuter incentives, ride-to-work environment and culture of professional fun

-Continuing education and industry involvement/certifications

-Growing income potential and incentives

-Support, respect and knowledge that come from joining a veteran team with a history of excellence

**A. Integrity and Respect**

-Business acumen

-Insightful perspective of business challenges

**B. Honesty**

-A history of Servant-Leadership

-Must be able to rise above and make hard choices

-Earns Respect

-Tells the truth, and tells it well

**C. Intelligence**

-Proven ability to work autonomously

**D. Safety**

-Strong sense of compliance and process

-The development, implementation and maintenance of operational policies and procedures to ensure an efficient and safe working environment

**E. People First**

-Transparency. Successful at Setting Expectations

-Recruits and builds a strong team

-Effectively manages time/people/resources to achieve goals and maintain balance

**F. Selling Customer Needs**

-A Passion for Cycling

-Strong communicator

-Proficient at Listening

-Drives repeat business through quality and service excellence

**G. Golden Rule**

-Strong emotional intelligence with team members, vendors and customers

-Personal Humility