

# Job Description



<b>Job Title:</b>	Experience Team Member
<b>Reporting to:</b>	Experience Guru
<b>Role:</b>	Customer service & Experience Rides
<b>Contract:</b>	12-month fixed-term (initially)
<b>Location:</b>	York Street, Belfast

## Be part of creating something amazing!

### Job Overview

The Experience Team member will deliver exceptional service to customers as part of the U:Move Experience Store. The role will deliver Experience Rides in and around Belfast to actively demonstrate the benefits of our E-Bike solutions to customers, contributing to building the U:Move brand. The Experience Team member has the opportunity to influence and contribute to a new community of 'U:Movers', creating a sustainable travel culture around Belfast.

### Duties and Responsibilities

1. To facilitate Experience Rides, which includes; full briefings pre and post-event to customers, ensuring that all health and safety measures/protocols are in place and have been complied with
2. To provide a highly knowledgeable experience, with a detailed understanding of E-Bike functions. This includes understanding specific components and their day to day application, along with a knowledge of alternatives or upgrades that may be of benefit
3. To maximise the sales of E-bikes by delivering exceptional customer service through all engagements, acting in a highly professional manner while representing U:Move
4. To proactively capture and produce content for the website and social media channels
5. To support the daily operations of U:Move including, assisting with the opening and secure closing of the store
6. To manage U:Move's booking platform, liaising with the wider team to confirm bookings and ensure adequate stock is available at all times to meet customer demand
7. To update U:Move's booking system, ensuring sufficient availability
8. To provide business development support by engaging with not only current customers, but potential customers and businesses to maximise and seek out opportunities for U:Move
9. To have a detailed knowledge of U:Move systems (Point-of-Sale, ordering/booking etc.)
10. To proactively promote U:Move's products and services by identifying and securing promotion and partnership opportunities
11. To provide a follow-up service for customers, to help maintain high levels of engagement
12. To assist in the development of a U:Move network with activities and initiatives
13. To perform the job per U:Move's company policies and procedures, especially the Equal Opportunities and Harassment Policy
14. To perform any other duties as may be reasonably required from time to time.

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## Qualifications/experience

- A proven history of excellent customer service
  - Evidence of improving an organizations performance as a direct result of your input
  - Retail management, or business management qualification
- Desirable:
- An interest and/or experience in cycling
  - Two years experience in a customer-facing role
  - A full driver's licence to support the collection or delivery of goods from time to time.