

# Job Description



<b>Job Title:</b>	Experience Guru
<b>Reporting to:</b>	Managing Director
<b>Responsible for:</b>	Daily operations of the outlet
<b>Contract:</b>	6-month fixed-term (initially)
<b>Location:</b>	York Street, Belfast

## Be part of creating something amazing!

### Job Overview

The Experience Guru will lead the daily management of the U:Move retail outlet in Belfast. Working closely with the founder and Managing Director of U:Move, this position will play a pivotal role in the growth of a brand new E-Bike offering in Belfast with a vision to connect Belfast through sustainable travel. The role will contribute to building the U:Move brand, maximise Experience Rides and sales of E-Bikes. The Experience Guru has the opportunity to influence and contribute to a new community and culture around sustainable travel in Belfast.

### Duties and Responsibilities

1. To drive traffic traffic (both physical and online), raising consumer awareness of U:Move
2. To maximise the sales by delivering exceptional levels of service, in-store and online through a friendly, proactive, attentive, professional and knowledgeable approach
3. To manage the daily in-store operations including the opening and secure closing of the shop at agreed times, customer contact lead, ordering and booking systems and E-Bike and merchandise displays are kept up-to-date and tidy
4. To manage the bookings, scheduling and delivery of Experience Rides from the store
5. Contribute to the promotion of products and services, identifying and securing promotion and partnership opportunities and capturing content for the web and social media channels
6. To develop the U:Move community network through regular activities and initiatives and maintenance of a customer relationship management database
7. To perform the job per the company's policies and procedures, especially the Equal Opportunities and Harassment Policy
8. To perform any other duties as may be reasonably be required from time to time.

### Qualifications

- Retail management experience, with the ability to clearly display exceptional levels of customer service
- Desirable: A business management qualification
- Desirable: A minimum of two years' experience operating a retail shop
- Desirable: A full driver's licence is required to support the collection or delivery of goods from time to time.