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