



Bozeman Running Company is Bozeman's local running shop, independently-owned and operated since 2010. Our mission is to encourage and support running and physical movement for all people, regardless of ability or experience. Our employees are passionate about movement, care deeply about our local community, and uphold high standards of customer care for all who walk through our doors, shop online, or participate in our races or events.

POSITION TITLE: FIT SPECIALIST (FULL TIME)

The Fit Specialist engages with our customer and drives the customer experience. As a product expert, they help customers find solutions to their health and wellness goals and needs. This position involves a high-level of interaction with customers while you work to resolve customer issues and drive sales.

Reporting:

- Reports directly to the Store Manager

Position Expectations:

- Recognize our Number One Priority: the customer who walks in the door or decides to seek assistance from us

- Understand what sets us apart, and why customers choose to come into our store
- Greet customers and thank them for shopping local
- Assist customers in finding the gear that best fits their current or future needs
- Gain industry expertise in footwear, apparel, and accessory categories. Be proactive in learning product technology and BRC's unique fitting process.
- Maintain a positive attitude regardless of change
- Effectively work with 2-3 customers at once
- Maintain visual presentation of the store
- Adhere to scheduling requirements and be on time
- Keep up on product restocking

Questions we encourage you to ask yourself before submitting an application:

- Can you switch gears easily and quickly?
 - o The sales floor is dynamic and customer traffic fluctuates. At times when it is slow you will have tasks to keep up on (like restocking and cleaning), but when it gets busy and customers walk through the door, you have to shift your focus to the customer 100% and set your tasks aside even if they are not yet completed.
- Do you pay attention to the little details?
 - o As simple as it may seem, there are a lot of small details that need attention – from product scanning at checkout, to organizing inventory and interpreting product labels. General savviness in technology and point-of-sale systems are a bonus and will help you succeed.
- Are you patient, calm, and friendly?
 - o These traits are important at all times, even under times of stress and pressure. Whether you are interacting with a customer on the sales floor or over the phone during slow or busy times, our fit specialists should be ready to deliver the same high level of customer service to all customers equally.
- Are you a team player?
 - o We work together as a team, and this requires everyone to be respectful, supportive, and on time to your shift. As the sales floor gets busy, the workload is expected to be evenly distributed. If your co-worker is helping 3 customers at one time, it is expected that you step up and help. This requires awareness of your surroundings and paying attention to the sales floor.

- Are you a good listener? And do you desire to build relationships with others?
 - Customer care is our number one priority, and helping our customers find solutions for their needs requires listening. Throughout the fit process, you will ask customers many questions, absorb their answers, and translate your product knowledge into a solution that best fits their needs or desires. Sometimes a customer will come in knowing exactly what they want (like ordering a coffee), however the majority of our customers are seeking guidance and expertise — this requires focused listening to arrive at the best possible solution for them.

Job Requirements:

- Must be able to lift 50 lbs
- Must be comfortable working with feet
- Must be able to work on your feet, walking and standing during your entire shift
- Must be able to work evenings (until 7:30pm) and weekends
- Must be comfortable working in a fast-paced, highly communicative & dynamic environment
- Must be able to set your cell phone aside during your work shift
- Part-time positions must be able to work a minimum of 18 hours per week
- Full-time positions must be able to work a minimum of 30 hours per week
- General understanding of technology and point of sale systems is required
- Previous retail experience is *highly* preferred

Benefits & Perks:

- Competitive wage, DOE
- Generous employee discount
- Quarterly stipend to support the sales floor dress code
- Sales bonus opportunities
- Flexible scheduling

***This job description is not an employment agreement or contract and it may be altered at any time without notice.*