

Baileys Trail System Mountain Bike Rentals

An Outdoor Recreation Council of Appalachia (ORCA) Nonprofit Partner, the Athens-Wayne Outdoor Asset Development Corporation (AWOADC) Managed Social Enterprise

Bike Rental Associate Position

Title:	Bike Rental Associate
Reports to:	Sustainable Recreation Director
Work Days:	Weekend Days and occasional weekdays approx. April 29-November 15
Pay range:	\$12.75/hr, 5-10 hr/week

Submit your resume to rachael@orcaohio.com by April 19, 2024, to apply.

Position Overview

A Bike Rental Associate will assist in the operations of Baileys Trail System Bike Rentals and our associated programs, events, and activities. This position will contribute to the bike rental operations and related bike programs and events. This position will add enthusiastic energy and knowledge to our small team. The addition of the Bike Rental Associate equips Baileys Bike Rentals to fulfill demand and create programs and events that contribute to health, environmental, and social benefits that are found through a mountain biking experience. The Bike Rental Employee will engage in the day-to-day tasks needed to operate the rental shop. This includes but is not limited to booking rentals, pre/post bike rental inspections, merchandise sales, mountain bike instruction, bike/ equipment cleaning and maintenance, supervising other employees, and attending and operating pop-up shops at events. This position requires strong organization and communication skills, a positive attitude, and excitement about sharing the joy of mountain biking with others.

Operations of a bike rental require staff to be enthusiastic about biking and possess a desire to share that enthusiasm and mountain biking knowledge with others. Due to the high amount of interaction with customers, the Bike Rental Associate should be inviting and genuine. Due to the nature of our small team, the job applicant should be easy to work with and open to constructive feedback.

Duties and Responsibilities

- The Bike Rental Associate will be required to work unsupervised and, at times, supervise other employees and should be able to demonstrate a track record of success in this type of role, especially in the area of customer satisfaction.
- The Bike Rental Associate will be required to assist with public rental fitting.
- Complete the required preventative maintenance along with the required record-keeping on Baileys Bike Rentals' bike fleet.
- This position will be required to work a variety of day and evening shifts, with the goal of maximizing the availability of the rental fleet and merchandise each day, especially on weekends, and performing retail transactions.
- Assist in overseeing the bike fleet, knowing and sharing product and safety information, and operating the storefront.
- Exhibit honesty and integrity in an environment of mutual respect and trust; be on time and reliable.

Minimum Qualifications and Skills

- Overall knowledge of all types of bikes, with emphasis on mountain bikes.
- Previous experience specifically working in the retail, service, or outdoor industry.
- Excellent customer service and enthusiasm for outdoor recreation.
- Proficient in the use of technology including point-of-sale systems, Google Docs, the Internet, and database management software programs.
- Able to lift, carry, or otherwise move and position a mountain bike of 40 pounds in weight on a frequent basis - often lifting a mountain bike of 40 pounds throughout the day is common.
- Ability to work for extended periods standing, sitting, bending, reaching, and speaking on a constant basis.
- Ability to work for extended periods of time standing, walking, kneeling, pushing, and pulling on an occasional basis.
- This position will require specific technical training, which will be provided.
- Manual dexterity to operate a computer and other common bike maintenance equipment on a constant basis.

- This position requires a person who is adept at communicating effectively with others.
- The ability to cooperate, listen, interpret, and follow instructions is required.
- Organizational, problem solving and follow-through skills are required.
- Strong mechanical aptitude is required.
- Being prompt, honest, dependable, responsible, and timely are required traits.

Working Conditions

- The work is performed in an environment of indoors and outdoors with moderate noise levels and temperature fluctuations.
- Will have to interact with petroleum distillates, polyurea grease, hydraulic disc brake fluid, and other chemicals used in the operation of mountain bikes and bike maintenance.

Work Location:

The Bike Rental Employee will work at 23 Main Street in Chauncey, Ohio, or wherever Baileys Bike Rentals Services are needed, potentially including pop-up shops at events around the county.

Terms of Employment:

Bike rental associates will be employed by the Athens-Wayne Outdoor Asset Development Corporation, a 501(c)3, less than 30 hrs per week for the 2024 mountain bike season at the Baileys Trail System. Employees will complete training and paperwork upon hire. Employees must comply with all policies and procedures and are at-will employees.

NOTE: The above-noted job description is not intended to describe, in detail, the multitude of tasks that may be assigned but rather to give the applicant a general sense of the responsibilities and expectations of his/her position. As the nature of business demands change so, too, may the essential functions of this position. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

Affirmative Action/Equal Opportunity: The Outdoor Recreation Council of Appalachia (ORCA) is committed to the principles of equal employment opportunity and is committed to making employment decisions based on merit. We are committed to complying with any and all pertinent Federal, State, and local laws providing equal employment opportunities, as well as all laws related to terms and conditions of employment.