



Coordinator / Instructor & Guide

Dec 18, 2023

- March 2024 - November 2024
- Guaranteed Part-Time Hours (16 - 24hrs), made up to Full-Time with Guiding / Instructing
- Paid hourly - based on qualifications & experience.
- Must have weekend availability.
- Roughly 50% office based, 50% delivering in the field lessons(seasonal fluctuation).
- Personal and Professional development opportunities.
- Industry discounts & perks with partnering brands

A Coordinator at Endless Biking is all about making things happen and ensuring the smooth delivery of our services. You will primarily be based in the office assisting the Field and Shop Managers with various operational duties. You will also be teaching a wide range of riding abilities and people providing the opportunity to develop and craft your instructing skills.

Responsibilities:

Office:

- Scheduling Endless Biking lessons and tours.
- Coordinate the team of instructors / guides, and ensure all staff members have the info they require.
- Providing customers a thorough understanding of our registration and rental process.
- Planning and booking company resources in advance and ensuring they are ready for use.
- Working collaboratively with other coordinators and managers.
- Developing an in-depth and detailed understanding of all lessons, rentals and guided rides we offer to be able to accurately advise customers.
- Assist managers to help identify opportunities / issues & develop program ideas.

In the field:

- Guiding and instructing both youth and adult programs to the highest of standards set by Endless Biking.
- Communicating with clients to provide a positive customer experience.
- Setting up registration and program staging areas.
- Delivering lessons and guided rides across both Mt. Fromme, Mt. Seymour and other potential locations with a range of customers from around the globe.
- Assisting when needed with loading and driving the Endless Biking vehicles in a safe and professional manner.
- Participating in all required Endless Biking employee training.

Qualifications and Experiences:

Office:

- Competent with computers and have worked with Dropbox and Google Suite (including Google sheets, docs and calendar.)
- The ability to see the bigger picture, while also recognizing the importance of the details.
- Outstanding communication skills, both written and verbal, and are not afraid to jump into conversations and say hello.
- Tremendous attention-to-detail!
- Recognize the importance of taking the initiative to drive improvements within your area of responsibility and the company as a whole.

In the field:

- Valid Professional Mountain Bike Instructor Association certification (PMBI Level 1 minimum, Level 2 or above is ideal).
- Valid First Aid Certificate. (OFA Level 1 required / 40 Wilderness First Aid required).
- Valid BC Class 4 (preferred).
- Owns a current and well maintained mountain bike, well equipped guide pack, and a working cell phone.
- Flexible and willing to accommodate changes, instructor availability challenges and unforeseen instances.
- Have a passion for mountain biking and enjoy the outdoors.

About Endless Biking

Endless Biking has been setting the standard for tailored mountain bike experiences in BC since we were established in 2004. We believe that mountain biking is more than just exercise; for us, it's a way of life and part of our identity. Our team of passionate instructors, guides, mechanics, rental staff, and coordinators dedicate themselves to sharing their positive experiences of the sport and ensuring each customer leaves with a smile on their face.

By joining our team you join a pillar within the North Shore mountain bike community. Through the years we have developed strong partnerships with industry leading bike brands, bike shops, and mountain bike advocacy groups to build a vibrant mountain bike community.

Working for Endless Biking provides you with the opportunity to work within an organization that is leading the way in the mountain bike industry.

How to apply!

Please email the following to programs@endlessbiking.com

- Cover Letter (please include your personal & professional goals)
- Resume
- Attached copy of valid:
 - PMBIA Certificate
 - First Aid Certificate