



Customer Service & Rentals Specialist

Key Info:

Dec 20, 2023

- Spring 2024 - November 2024 (fall employment available pending performance review).
- Full-Time & Part Time Seasonal Positions (4-day & 3-day work week availability). Ride/Life balance is important to us.
- Hourly wage \$18-\$21 based on qualifications & experience.
- Office and Workshop based.
- Opportunities to experience our services first hand.
- Industry discounts & perks from partner brands.
- Personal & professional development opportunities, including shadowing Endless Biking Programs, Lessons & Tours (with PMBIA certification) and industry networking opportunities.
- Working in a collaborative shop environment with excellent trails on your doorstep and weekly staff rides.
- Reporting directly to the Shop Manager and Rental Team Leads.

Joining our Customer Service & Rentals Team:

Being a part of our Customer Service / Rentals Team means that you will be the first point of contact for many of our customers throughout their journey. You get to guide people through their experience with our brand and ensure that they have lots of #goodtimesonbikes!

As a passionate individual with a charismatic personality, a keen sense for customer service and an affection for the outdoors and mountain biking, you'll be an integral part of delivering a world class experience.

Responsibilities:

- Developing an in-depth and detailed understanding of all programs, lessons, rentals and tours we offer to be able to accurately advise customers.
- Daily shop duties and responsibilities including: daily rental bike set-up, rental handovers, bike cleaning and rental bike damage checks, merchandise sales, gift cards, refunds, shop policies and daily tasks.
- Determine and understand the specific needs of each customer and provide appropriate direction to our services to enhance customer experience and maximize sales.
- Participate in daily morning meetings.
- Collaborate with the mechanics team to guarantee the seasonal upkeep of the rental fleet.
- Overseeing the smooth running of our daily rental booking process and maintaining customer flow in the shop.
- Creating a customer journey that transpires beyond our products and services, and fosters a community of Endless Bikers.
- Gathering and recording of all required customer information into our booking software.
- Collaborating with the Shop Manager and Rental Team Leads to ensure the rentals fleet is available for all necessary bookings, private lessons, guided rides and custom programs.

- Taking payments, managing cash and processing an accurate cash-out at the end of each day.
- Ensuring rentals bikes / equipment are set-up and ready for customers.
- Assisting mechanics in any workshop tasks as and when needed.
- Participating in all required Endless Biking employee training.
- Sharing your passion for mountain biking with your coworkers, our customers and professionally facilitating a working environment where your stoke for mountain biking transpires through our employee experience directly into the customer journey.

Qualifications and Experiences:

- Working as part of a team in a fast-paced customer service environment, while providing the best customer experience possible.
- Excellent communication skills, both written and verbal. You'll jump into conversations and say hello!
- Attention-to-detail! Our focus on detail sets us apart from our competitors.
- Computer and software skills! You're competent with computers and are comfortable working with Dropbox and Google Suite, including Google sheets & docs.
- Competency in basic bike mechanics (suspension set-up, derailleur/drivetrain alignment, brake adjustments, on-the-fly wheel/tire swaps & rotor adjustments) is an asset but not a definitive requirement. Working at Endless Biking is an amazing opportunity to grow these skills!
- Passion for the North Shore trail networks and local riding experience! Customers are eager to ride the same trails we do!
- You're a team player and also recognize the importance of taking the initiative to drive improvements within your area of responsibility and the company as a whole.

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.

Other attributes / skills we're keen to see from you in the future:

- A valid Professional Mountain Bike Instructor Association certification (PMBI Level 1 or above).
 - A valid BC Class 4 license with a clean record, or are willing to upgrade your current licence.
 - A valid First Aid Certificate. (OFA Level 1 required / Wilderness First Aid preferred).
-

How to apply!

Please email the following to info@endlessbiking.com

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