



## Customer Service & Rentals Team Lead

### 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 \$19-\$22 based on qualifications & experience.
- Office and Workshop based with opportunities to experience our services first hand.
- 4-day and 3-day work week availability.
- Industry discounts & perks from partner brands.
- Personal & professional development opportunities, including shadowing Endless Biking Programs, Lessons & Tours (with PMBIA certification), & 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.

### Being a leader on our Customer Service & Rentals Team:

Being a leader on our Customer Service / Rentals Team means that you will be the first point of contact for many of our customers throughout their journey. You are confident and strive to inspire your team members to showcase the best of their abilities on a daily basis. Empowering your team members while working closely with the Shop Manager to establish a progressive and positive working environment is an integral component of your role. You get to guide customers and team members through their experience with Endless Biking 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:

- Acting in a leadership role and developing a thorough understanding of all programs, lessons, rentals, and tours we offer to be able to accurately advise customers and Rental Team members.
- Work closely with the Shop Manager to facilitate and supervise daily shop duties and responsibilities that include: 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.
- Co-lead daily morning meetings with the Shop Manager.
- Collaborate with the mechanics team to guarantee the seasonal upkeep of the rental fleet and deal with damages.
- Overseeing the smooth running of our daily rental booking process and maintaining customer flow in the shop, while acting as a leader for the Rentals Team.

- 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 Mechanics team 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.
- Supervising the Rentals team to ensure that 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 and acting as leader to both your employees and customers.

## **Qualifications and Experiences:**

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- Previous leadership experience 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 and the ability/confidence to act as a role model. 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.
- Confident in basic bike mechanics (suspension set-up, derailleur/drivetrain alignment, brake adjustments, on-the-fly wheel/tire swaps & rotor adjustments). Working at Endless Biking is an amazing opportunity to grow these skills and share your passion and knowledge with team members and customers.
- Mountain bike experience and mountain bike industry experience is an asset.
- A Strong passion for the North Shore trail networks and local riding experience! You can share your detailed knowledge and experience of our rental fleet and the local trail networks.
- You're a leader, 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.
- Professional Mountain Bike Instructor Association certification is an asset.

## **About Endless Biking**

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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.

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**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).
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### **How to apply!**

Please email the following to [info@endlessbiking.com](mailto:info@endlessbiking.com)

- Cover Letter (please include your personal & professional goals)
- Resume