



## Summer Camp Supervisor & Instructor / Guide

Dec 18, 2023

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- May 2024 - August 31st, 2024 (flexible start and end)
- May & June: Part-time On-call instructor and guide (16 - 24hrs)
- July & August: Full-Time Summer Camp Supervisor
- Paid hourly - based on qualifications & experience.
- Roughly 20% office based/assisting the program coordination, 80% delivering programs in the field (seasonal fluctuation).
- Personal and Professional development opportunities.
- Industry discounts & perks with partnering brands
- Wage Range: PMBIA Level 1 (\$18-\$22), Level 2 (\$22-\$25)

The Summer Camp Supervisor will assist the Program Coordinators with various responsibilities to support camp operation. This is an important role that includes mentoring other instructors, evaluating camp programming, communicating with parents of participants at check in/out, and leading the start-of-day and end-of-day instructor check-ins.

### Responsibilities:

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#### Office:

- Guide customers through the program sign-up process and assist them with all enquiries.
- Supervise a team of youth program instructors / guides and ensure all staff members have the info they require.
- Work with the Coordinators to help develop summer camp program ideas, opportunities and identify any issues.
- Supporting the Coordinators with planning and coordinating the day-to-day delivery of our summer camp programs.
- Ensure all Endless Biking resources are booked ahead of time and ready to use. (Van, Stunts, tents)
- Developing an in-depth and detailed understanding of all EB offerings including: lessons, rentals and guided rides and being able to accurately advise customers.
- Work collaboratively with other program coordinators and managers.

#### In the field:

- Guide/ instruct both youth and adult programs to the highest of standards set by Endless Biking across both Mt. Fromme, Mt. Seymour and other potential locations.
- Deliver lessons and guided rides with a range of customers from around the globe.
- Communicate with parents of youth riders to provide a positive customer experience.
- Communicate with Youth Instructors as and when required, constructively or with praise.
- Assist with the set up of registration and program staging areas.
- Participate and assist with all required Endless Biking employee training.
- Assist when needed with loading the Endless Biking vehicles in a safe and professional manner.

## Qualifications and Experiences:

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### Office:

- Experience with leading a team and understanding people's needs.
- 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.
- 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.

### In the field:

- Valid Professional Mountain Bike Instructor Association certification (PMBI Level 1)
- Valid First Aid Certificate. (OFA Level 1 required, 40 Wilderness First Aid an asset).
- Valid BC Class 5 license with a clean record. BC Class 4 (desired).
- 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

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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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## How to apply!

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

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

- First Aid Certificate