



JOB DESCRIPTION

Trailside Center Staff

POSITION OVERVIEW

Local Motion's Trailside Center Staff are responsible for daily, on-site operation of our bicycle rental business on the Burlington waterfront. As members of the broader team, our seasonal Trailside Center Staff are the front line ambassadors for Local Motion and the unsurpassed recreational opportunities of our State. Staff engage visitors and inform them about the importance of local cycling and pedestrian advocacy and all the benefits of supporting such efforts beyond the bike rental fees.

RESPONSIBILITIES:

Duties include, but are not limited to:

- Manage reservation software and prepare bikes for customers so they are ready upon arrival.
- Size, adjust and explain operation of rental bikes to customers.
- Greet incoming and returning customers enthusiastically, such as "great day for a bike ride!" or "how was your ride today?"
- Answer Trailside Center phone and be prepared to answer all sorts of questions about: rentals, pricing, parking, places to buy food/ eat, the Island Line Trail and the Bike Ferry, the weather/conditions on the Trail.
- Provide advice on appropriate cycling trails/routes for beginner to intermediate riders.; answer customers' questions.
- Perform rental and product sales transactions.
- Perform cleaning and maintenance of bikes between rentals, to include:
 - handlebar/seat adjustment, tire/tube repair/replacement, brake adjustment, derailleur adjustment, chain lubrication/adjustment, wheel truing
- In conjunction with Trailside Center Bicycle mechanics, maintain fleet service records in bike fleet database.
- Perform daily TC cleaning and organizing per company safety protocols.
- Engage customers and promote Local Motion's non-profit advocacy and educational messages.

QUALIFICATIONS

- Basic bicycle maintenance skills – previous shop experience a plus
- Ability to lift 30 pound bicycles onto racks 4 feet off the ground, many times a day
- Previous bike shop or rental experience desirable
- Computer skills and ability to learn new software
- Passion for promoting cycling/walking/trails etc.
- Knowledge of and experience with cycling, regional trails, and recreation opportunities in the Greater Burlington area a plus
- Friendly, enthusiastic, helpful demeanor
- Ability to take initiative and to sometimes work without direct supervision
- Communication, organizational, and computer skills
- Ability to speak French desirable, but not required

Reports to: Director of Services

Hours: Our Trailside Center is open 7 days / week from early May through mid-October. Trailside Center Staff work on shifts that vary from 5 to 8 hours in length across the 8:30 am to 6:30 pm timeframe.

Wage: \$13.00 per hour

To Apply: Send letter of interest, resume and 3 references to jobs@localmotion.org

About Local Motion

Local Motion is Vermont's statewide advocate for active transportation, vibrant communities, and safe streets. Based in Burlington Vermont, we work at the local and state levels to support better roads and trails for biking and walking, teach bike skills training programs for children and adults, collaborate with government to improve on-road safety, and inspire and support local advocates across Vermont to become leaders for better biking and walking in their communities. We also rent bikes from our Trailside Center and operate the Island Line Bike Ferry connecting the Burlington area to the Champlain Islands.

We have a very active, but relaxed office, full of staff and volunteers who love what we do. We are a matrixed organization and value all staff members' opinions and ideas, meaning there is ample opportunity to work across teams and programs on a variety of initiatives, and to grow in the position. Join Local Motion and help us make biking and walking a way of life across Vermont!

Local Motion is an equal opportunity employer.