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 Local Motion 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 as advocates for cycling, walking and more broadly, sustainable transportation.

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 the 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.
- Through training with our Trailside Center Bike Mechanic, rental staff will achieve competency in basic bike maintenance. Advanced instruction may be possible for qualified candidates.
  - 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
  - Maintain fleet service records in the bike fleet database.
- Perform daily TC cleaning and organizing of equipment and space per company safety protocols.
- Engage customers and promote Local Motion’s non-profit advocacy and educational messages.

QUALIFICATIONS:
- Passion for cycling
- Basic bicycle maintenance skills– previous shop experience is a plus. Applicants who demonstrate a sincere interest in developing these skills will also be considered.
- Ability to lift 30 pound bicycles onto racks 4 feet off the ground, many times a day
- Computer skills and ability to learn new software
- Enthusiasm for promoting cycling/walking/trails etc.
- Friendly, enthusiastic, helpful demeanor
- Ability to take initiative and to sometimes work without direct supervision
- Communication and organizational skills
- Knowledge of and experience with cycling, regional trails, and recreation opportunities in the Greater Burlington area a plus
- Ability to speak French a plus
Reports to: Director of Services

Hours: Our Trailside Center is open 7 days / week from mid-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. A 20-30 hour per week schedule is suggested.

Wage: Starting wage is $15 per hour.

To Apply: Send letter of interest, resume, and 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 to the public at our Trailside Center and operate the Island Line Bike Ferry connecting the Burlington area to the Champlain Islands.

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. We strive for an inclusive work environment where each person feels welcomed, respected, supported, and valued as a team member. Join Local Motion and help us make biking and walking a way of life across Vermont!

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Local Motion is an Equal Opportunity Employer.
We are looking for candidates who will contribute to the diversity and excellence of the organization.