



JOB DESCRIPTION

Trailside Center Team Member

POSITION OVERVIEW

Trailside Center Team Members perform daily on-site operations of our bicycle rental business on the Burlington waterfront. Team members greet customers, process reservations, fit customers to a bike, and send them off on their adventure. As members of the larger Local Motion team, our seasonal Trailside Center Team Members are the front line ambassadors for Local Motion's non-profit mission coupled with the unsurpassed recreational opportunities of our State. Team members are advocates for cycling, walking, and, more broadly, sustainable transportation.

Local Motion requires all positions to continually carry out and evaluate Diversity, Equity and Inclusion (DEI) principals and projects as part of their work. Learn more about Local Motion's commitment to DEI [here](#).

RESPONSIBILITIES

Duties include, but are not limited to:

- Deliver exceptional customer service by maintaining a friendly, helpful, and team-oriented attitude while helping bike rental customers.
- Process online and walk-up reservations using our rental reservation system.
- Prepare the bike for each customer, including adjusting seats, adding accessories, and suggesting where to ride, following established workflow procedures.
- Perform basic bike maintenance skills at the direction of the head bike mechanic. There will be an opportunity to learn and perform more advanced bike mechanic skills during the season, if interested.
- Follow established procedures for daily opening and closing of the bike rental shop.
- Perform other duties as needed.

MINIMUM QUALIFICATIONS

- Friendly, positive, and helpful attitude with good communication skills
- Availability on weekends
- Ability and enthusiasm to work as a part of a team, as well as to take initiative and work independently
- Ability to remain calm in a busy work environment and stay organized
- Ability to follow written and oral directions
- Proficiency with computers and the aptitude to learn new software programs
- Ability to lift 30 pound bicycles onto racks at least 4 feet off the ground several times a day
- Aptitude for learning bike maintenance and repair skills
- Enthusiasm for cycling and promoting recreational trails



DESIRED QUALIFICATIONS

- Previous customer service experience
- Basic bicycle maintenance skills
- Knowledge of and experience with cycling, regional trails, and recreation opportunities in the Greater Burlington area
- Ability to speak other languages, especially French

REPORTING

The position reports to the Director of Services.

HOURS

Our Trailside Center is open 7 days a week from mid-May through mid-October. The Trailside Center Team work shifts that vary from 5 to 7 hours in length across the 8:00 am to 6:30 pm timeframe. Average schedule is 20-25 hours per week. Weekend availability is a must.

WAGE

Starting wage is \$17 per hour. Other benefits include company discounts on bike merchandise, and access to an Employee Assistance Program.

APPLY

Send your letter of interest, resume, and three references to jobs@localmotion.org with “Trailside Center Team” in the subject line. Applications will be reviewed beginning on March 7th, 2024.

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, and rolling, teach bike skills through 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, walking, and rolling in their communities. We also rent bikes to the public at our Trailside Center, generating revenue to support our advocacy work, and operate the Island Line Bike Ferry connecting the Burlington area to the Champlain Islands.

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 it safe, accessible, and fun for everyone to bike, walk, and roll in Vermont!

Local Motion is an Equal Opportunity Employer.

We are looking for candidates who will contribute to the diversity and excellence of the organization.