



JOB DESCRIPTION

Trailside Center Manager

POSITION OVERVIEW

The Trailside Center (TC) Manager will report to the Director of Services and will supervise the daily on-site activities of our bicycle rental business on the Burlington waterfront. The TC Manager, with assistance from the Director of Service (DOS)s, is responsible for daily supervision of approximately 7 team members. The TC Manager will work with the Operations and Employee Relations Manager (OERM) to update the staff training curriculum and implement it. The TC manager will manage the reservation software system(s) including updating inventory, running reports, troubleshooting, and training staff in its proper operation. To assure bikes are maintained on a regular and timely basis and to maximize the safety and availability for rentals, the TC Manager will follow service protocols set by the Fleet Service Coordinator. The TC Manager sets the tone for the Trailside Center Team to embrace Local Motion's mission as 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

- Assist with preseason and postseason set-up and closure of the TC.
- Establish and maintain a positive, respectful, and inclusive working environment by leading with respect and compassion.
- In collaboration with OERM and TC Lead, train staff in daily operations and ensure consistency throughout the season.
- Manage the daily operation of the TC by ensuring workflows and procedures are efficient, well documented, communicated clearly, followed by the TC Team.
- Understand the daily workflow of the Trailside Center, with an ability to anticipate what's next and lead the TC team through busy, unpredictable shifts.
- Manage the reservation software system, including assisting team members in its operation, troubleshooting any issues, and making any changes as needed.
- Supervise team members on duty, including positively reinforcing workflows and procedures.
- Oversee the opening and closing procedures and make sure they are followed by all team members.
- Ensure exceptional customer service standards are followed, and be available to resolve any customer questions or concerns that arise in person, over the phone, or by email.
- Maintain a thorough knowledge of our products, including bike types and sizes, trailers, kids seats, etc.
- Maintain and supervise staff to maintain an organized work area.
- Work with the Director of Services to plan ahead, anticipate issues, and propose solutions.
- Manage staff scheduling to ensure all shifts are covered.

This job description is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the job. Other duties may be assigned.



MINIMUM QUALIFICATIONS

- Experience in a leadership role, successfully overseeing, training, and directing staff
- Demonstrated exceptional skills in customer service in a fast paced retail environment
- Experience using point-of-sale systems; strong computer skills
- Weekend availability
- Problem solver with a can-do attitude
- Basic bike maintenance and repair skills with an aptitude for learning
- Ability to lift 30 pound bicycles onto racks at least 4 feet off the ground several times a day
- Friendly, positive, and helpful attitude with good oral & written communication skills
- Proven organizational skills
- Enthusiasm for cycling and promoting recreational trails
- Exceptional communication skills between staff, Fleet Manager, OERM and DOS

DESIRED QUALIFICATIONS

- Previous retail management experience
- Knowledge of and experience with cycling, regional trails, and recreation opportunities in the Greater Burlington area
- Ability to speak other languages, especially French
- Intermediate or advanced bicycle maintenance and repair skills – industry certification a plus

REPORTING

This position reports to the Director of Services.

HOURS

This is a seasonal position, April-October, average of 35 hours per week. Weekend availability is a must. Commitment to work the full season (May-October) is necessary.

WAGE

Wage range is \$17.50-\$20 per hour, commensurate with experience. 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.

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, 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.