



Bike Rental Manager

Full Job Description

We are looking for someone with a passion for people and uniting them with the Park City area through bikes. A broad field of customers and services requires our staff to be diverse, adaptable, and eager to learn and grow individual knowledge and skill sets. The ideal candidate has a depth of customer service experience coupled with a solid technical mechanic background. Our bike technicians are motivated, flexible, critical thinkers with a strong ability to move fluidly between the social aspects of customer service and information sharing, to the technical aspects of repairs, maintenance, and problem solving.

Position Qualifications:

- Customer service experience.
- 2 years previous rental technician experience.
- Works well in various outdoor conditions.
- Able to lift 50 lbs.
- Self-motivated learner and leader.
- Ability to work well in a high pace, multi-tasked oriented environment.
- Able to give and receive feedback.
- Interested in working with diverse groups of people.
- Computer/electronics competency.
- Work with internal and external departments to ensure one seamless guest experience.
- Explain to guests how to operate rental equipment, safety practices, and guest responsibility for the equipment during the rental; including length of rental and return options.
- Ensure all rental equipment is clean, serviced, and tested according to industry standards.
- Set a positive example and be a role model.

Position Responsibilities include but are not limited to:

- Acknowledging guests quickly and with a professional standard of customer service.
- Assist customers with our various bike rentals and navigation of the area.
- Work a POS system and take reservations for guided trips and rentals.
- Have professional communication skills via email, phone, and in-person.
- Maintain and repair a rental bike fleet.
- Ability to self-manage daily schedule and ensure all tasks are completed as assigned.
- Strong prioritization and time management skills
- Great attention to detail
- Follow safety procedures regarding tools and equipment.

