



## **KEWEENAW ADVENTURE COMPANY, LLC.**

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### **GENERAL DESCRIPTION OF POSITION(S)**

#### **BIKE MECHANIC & SHOP REPRESENTATIVE:**

- Provide exemplary (e.g. “legendary”) customer service to all guests
- Maintain bicycle rental fleet and bike maintenance journal following company standards -- work to be performed may include, but not limited to: assembly, adjustment and maintenance of chains, derailleurs, brakes (mechanical and hydraulic), tire changing (tubular and tubeless) bottom brackets, headsets and other industry standards; wheels (truing, spoke replacement and building)
- Conduct customer service duties such as answering questions regarding tours/rentals/maps/trail information/local activities, answering the phone, POS transactions and taking reservations
- Size customers on rental bikes, provide instruction on bike operation and guarantee their comfort/ability to ride the bike
- Perform as a Shuttle Driver (see below description), often times rotating from mechanic to driver during the same shift
- Monitor and manage workshop area, including the orderliness of bench
- Other duties may include, though are not limited to: misc. property management tasks, such as lawn care & collecting trash and/or recycling; assisting with equipment maintenance & repairs; trail work & maintenance
- Actively participate in Staff Training, Staff Meetings and Team Building Exercises/Events
- Opportunity to guide Mountain Bike Tours (with proper qualifications)

#### **SHUTTLE DRIVER:**

- Provide exemplary (e.g. “legendary”) customer service to all guests
- Maintain a valid Driver’s License and CLEAN driving record
- Engage politely with shuttle riders and share local knowledge/directions with them
- Properly load bikes, kayaks and/or SUPs onto trailers
- Follow all safety measures, ranging from speed limits to driving in accordance with weather conditions

#### **SEA KAYAK GUIDE / INSTRUCTOR:**

- Provide exemplary (e.g. “legendary”) customer service to all guests
- Provide an educational and fun experience through delivery of informative narrative, good storytelling and appropriate conversation
- Provide safety orientation for guests on our guided kayak tours, which includes teaching proper fit & adjustment of equipment, paddle strokes and techniques and rescue skills
- Fulfill Lead and Assistant guide duties while on tour: clear communication among guides pre-tour regarding tour’s float plan and post tour regarding tour’s strengths and areas to improve; ensure the safety of our guests through group management, constant awareness of hazards and close observation of each guest’s abilities and needs
- Set up & break down daily tour operations, including: kayak staging & gear preparation, coordinate with shore staff to confirm the day’s tour schedule and tour float plans, ensure all gear and kayaks are stored properly after tours
- When necessary, assist with guest transport by company vehicle and kayak transport by vehicle-towed trailer
- Other duties may include, though are not limited to: performing as a Shuttle Driver (see above description); with kayak & gear maintenance and repairs; misc. property management tasks, such as lawn care & collecting trash and/or recycling; and trail work & maintenance
- Actively participate in Staff Training, Staff Meetings and Team Building Exercises/Events

## QUALIFICATIONS

### **BIKE MECHANIC & CUSTOMER SERVICE/SHOP REPRESENTATIVE:**

- Prior shop/retail experience - excellent customer service relations
- Sound mechanical skills –ability to repair customer bikes and maintain our rental livery
- Friendly, personable with sound work ethic and exemplary (e.g. “legendary”) customer service
- Enthusiasm for the adventure industry (especially mountain biking!) and the great outdoors and an ability to share it with others
- Valid driver’s license and insurable as a company driver (for shuttle van)
- Willingness to work variable work hours, including long-days, evenings and weekends
- To be professional and organized, yet not take one’s self too seriously
- Team player

### **SHUTTLE DRIVER:**

- A valid Driver’s License and CLEAN driving record
- A “safety-first” attitude
- General local knowledge and ability to provide directions on trail system
- Friendly, personable with sound work ethic and exemplary (e.g. “legendary”) customer service
- Willingness to work variable work hours, including long-days, evenings and weekends
- To be professional and organized, yet not take one’s self too seriously
- Team player

### **SEA KAYAK GUIDE / INSTRUCTOR:**

- ACA Certified and/or Outdoor Leadership/Education background
- Prior kayak guiding experience, preferable, but could work to train the right candidate
- Current minimum certification at least of the Wilderness First Aid (WFA) level
- Friendly, personable with sound work ethic and exemplary (e.g. “legendary”) customer service
- Enthusiasm for the adventure industry (especially paddling!) and the great outdoors and an ability to share it with others
- Sound decision making and risk management skills... a “safety-first” attitude
- Ability to lift at least 50 pounds
- Willingness to work variable work hours, including long-days, evenings and weekends
- To be professional and organized, yet not take one’s self too seriously
- Team player