



**WE ARE HIRING!**

## **Shift Lead – Job Summary**

Are you the NEW face of Joyride 150? We are looking for a new Shift Lead, you know, the person who greets everyone with a smile and a 'come on in and have a good time attitude'!

The perfect shift lead has great attention to detail and a drive to provide the best customer service possible.

A typical day includes checking riders in and ringing them up for day passes and rentals. Additionally, you'll be providing riders with refreshments and mid-day snacks via our concession counter.

Some of your time will be devoted to stocking shelves, cleaning the park (we are always cleaning) and keeping the washrooms respectable. Washrooms are not a fun job, but something everyone contributes to!

You will also assist with booking programming, including parties, lessons, and Ramp Camps. Most importantly you will be an individual staff and customers can rely on to get things done.

Shift leads are always the go-to person for both staff and customers on shift. They're great at both taking charge and delegating responsibility. Leads get to know the regulars and become a valued member of our bike loving community.

At Joyride we look for team members invested in Joyride 150. We want people with the initiative to handle day to day tasks while keeping an eye on what will make us better.

We value open minds and fresh ideas toward keeping Joyride 150 every rider's favorite place to be.

### **Duties and responsibilities (but are not limited to)**

- Ensure all opening and closing procedures are followed
- Serve as a knowledgeable resource to guests in a friendly and professional manner
- Provide an enthusiastic and fun environment for both riders and fellow employees
- Keep current on park pricing and specials
- Manage counter staff and ensure that they are working safely, effectively and following procedures
- Scheduling and booking parties, events and lessons
- Remain current on scheduled events and activities in and around the park
- Assist in generating programming, service and accessory sales
- Maintain situational awareness at all times
- Protect company assets through loss prevention techniques
- Interface with guests to assess service needs
- Communicate with management to ensure a seamless visitor experience

- Count and reconcile tills at the end of the shift
- General cleaning duties to maintain a positive feel to the park
- Suggest constant improvement ideas
- Instruct bicycle riding lessons based on company guidelines
- Attend to first aid situations

## Qualifications

- Commitment to exceptional customer service (mandatory)
- Proficiency using a windows computer to complete tasks on a variety of web-based software applications
- The attention to detail required to understand and follow instructions and documented procedures
- Ability to communicate fluently with co-workers and guests in accurate spoken and written English
- High School diploma (or equivalency)
- Current First Aid certification
- Ability to show up on time, all the time.
- A passion for bicycles and cycling
- Current Police vulnerable sector check
- **Please note:** all Shift Lead applicants must be at least 18 years of age or have relevant key holder/management type experience

## Working conditions

The position requires a variety of working hours including weekends, evenings and holidays (Stat days, Christmas, New Year's etc). Shift Leads are expected to have availability during those times.

The park can vary greatly in temperature throughout the year, please dress accordingly.

## Physical requirements

Ability to stand and move in an active, team-oriented environment for extended periods of time.  
Must have the ability to lift up to 20 kilograms.

## Wage

\$16.50 to start depending on experience. Park passes, gym access and product discounts are available to all staff after a probationary period.

**To Apply:** Send an email to [info@joyride150.com](mailto:info@joyride150.com). Please include your resume, 2 personal or professional references including contact information and most importantly links or attachments telling your story.

Please answer the question...Why I will be the best addition to the Joyride 150 team? The subject of your email should read "I'm the best one for the job!"

Thanks for reading this far and hope to hear from you soon!