



Counter Staff Associate (Part-Time)

Joyride 150 Indoor Bike Park

Are you the new face of Joyride 150?

Joyride 150 is looking to add a new smiling face to the team that welcomes riders as they walk through our famous purple doors.

Our counter staff are often the **first interaction riders and families have with Joyride 150**, so we are looking for someone who is friendly, enthusiastic, and committed to providing a positive customer service experience for the community of riders that visit the park.

Now celebrating **over 15 years of operation**, Joyride 150 offers a unique, fun, and collaborative working environment with competitive hourly wages and employee perks including **free facility riding and discounts at The Boiler Room Bike Shop**.

Job Description

As a **Counter Staff Associate at Joyride 150**, you will play an important role in creating the welcoming and energetic atmosphere our facility is known for. You will assist customers at the front desk, help maintain the facility, and support the team in delivering an exceptional experience for riders of all ages and skill levels.

Responsibilities

- Help foster a **fun, safe, and exciting environment** for guests and employees
- Perform **opening and closing duties** as required during your shift
- Assist with general facility upkeep including **cleaning washrooms, sanitizing rental equipment, stocking shelves, and removing garbage throughout the day**
- Operate the **Windows-based point of sale system** to process admissions, rentals, and retail purchases
- Stay informed about **current events, programs, and activities happening at the park**

- Maintain familiarity with **Joyride 150's line of protective equipment and retail merchandise**
 - Assist riders with **properly selecting and sizing safety equipment**
 - Maintain **situational awareness throughout the facility** to help support a safe environment
 - **Assist with basic bicycle riding instruction** when required and following company guidelines
 - Provide **basic first aid** when necessary
 - Communicate clearly with **shift leads and management** to ensure a seamless visitor experience
 - Help **protect company assets** by following best practices for retail loss prevention
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What Success Looks Like in This Role

Successful counter staff at Joyride 150:

- Create a **welcoming and positive first impression** for riders and families
 - Help keep the **front desk organized and running smoothly** during busy periods
 - Take pride in maintaining a **clean, safe, and professional environment**
 - Work well as part of a **team-oriented environment**
 - Bring a **positive attitude and strong work ethic** to every shift
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The Ideal Candidate

A passion for bikes, people, and the Joyride 150 community is a great start. In addition, the ideal candidate will demonstrate:

- A strong commitment to **exceptional customer service**
 - The ability to **follow verbal instructions and documented procedures**
 - Experience serving as a **first point of contact for customers or guests**
 - Strong **written and verbal communication skills in English** (additional languages are a benefit)
 - The ability to **communicate respectfully and effectively with team members and management**
 - A strong sense of **reliability and punctuality**
 - **First Aid certification** is considered an asset
 - A desire to **learn and improve alongside a motivated team**
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Working Conditions

As employees in a busy recreation and retail environment, counter staff are expected to maintain **consistent weekday, weekend and holiday availability**.

Candidates must be **physically able to stand for extended periods of time** and comfortably lift up to **20 kilograms without assistance**.

Joyride 150's indoor environment can **vary in temperature throughout the year**, and staff are expected to dress appropriately for the conditions.

Compensation & Perks

Joyride 150 offers competitive hourly wages along with a number of employee perks including:

- **Free riding at Joyride 150**
 - **Employee discounts at The Boiler Room Bike Shop**
 - **Opportunities to assist with events, camps, and lessons**
 - **The chance to work in a fun, high-energy environment surrounded by bikes and riders**
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To Apply

Please send an email to info@joyride150.com including:

- Your **resume**
- **Two professional references**
- **A creative answer to the following question:**

Why am I the next employee at Joyride 150?

The subject line of your email should read:

“I’m your new employee”

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