



# Shift Lead (Part Time)

## Joyride 150 Indoor Bike Park

### Are you the new face of Joyride 150?

Joyride 150 is looking to add an enthusiastic and dependable **Shift Lead** to our team—someone who will help welcome riders as they walk through our famous purple doors while supporting the day-to-day operation of the park.

Now celebrating **over 15 years of operation**, Joyride 150 offers a unique and collaborative working environment built around bikes, progression, and community.

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## Job Description

As a Shift Lead, you are often the **first point of contact for riders and families visiting the facility**, setting the tone for the Joyride experience.

The ideal candidate is friendly, organized, and committed to delivering exceptional customer service while supporting staff, managing front desk operations, and helping create a fun, safe, and energetic atmosphere in the park.

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## Responsibilities

- Provide a **fun, safe, and welcoming environment** for guests and employees
- **Open and close the facility** following established procedures, including balancing and reconciling tills, end-of-night cleaning, and securing the building
- **Lead and coach team members** to ensure staff are working safely, efficiently, and providing excellent customer service
- Work closely with management to **identify opportunities for facility improvements and operational efficiencies**
- **Schedule, book, and administer programs and events** including after-school programs, parties, camps, lessons, and contests
- Remain **up to date on current and upcoming programs, events, and activities** around the park
- **Instruct bicycle riding lessons** when required

- Contribute ideas for **new programming and activities** that support the growing cycling community
  - Ensure the facility is **clean, organized, and presentable**, including cleaning washrooms, sanitizing rental equipment, stocking shelves, and removing garbage throughout the day
  - **Protect company assets** by following best practices for retail loss prevention
  - Act as a **first responder in basic first aid situations** when necessary
  - Assist with **staff coordination during shifts**, including break scheduling and task delegation when required
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## What Success Looks Like in This Role

A successful Shift Lead at Joyride 150:

- Creates a **welcoming and positive first impression** for every rider and family that walks through the doors
- Helps the team stay **organized, motivated, and focused** during both busy and quieter shifts
- Takes **initiative to solve problems** and keep operations running smoothly
- Leads by example through **strong work ethic, reliability, and great customer service**
- Helps maintain a **clean, safe, and professional environment**
- Looks for ways to **improve the rider experience** and contribute ideas for future programs or events

Shift Leads are trusted to represent Joyride 150 while on duty. This means leading by example, supporting teammates, making sound decisions when situations arise, and ensuring every guest leaves with a positive experience.

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## The Ideal Candidate

A passion for bikes and for what Joyride 150 represents is a great starting point. In addition, the ideal candidate will demonstrate:

- A strong commitment to **exceptional customer service**
- The ability to **follow verbal instructions and documented procedures carefully**
- Experience serving as a **first point of contact for customers or guests**
- Strong **written and verbal communication skills in English**
- The ability to **communicate clearly and respectfully with team members and management**
- A strong sense of **reliability and punctuality**
- A desire to **learn, improve, and grow alongside a motivated team**

- Comfort working in a **fast-paced and active environment with riders of all ages and skill levels**
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## Working Conditions

As leaders in a busy recreation and retail environment, Shift Leads are expected to maintain **consistent weekend and holiday availability**, in addition to part-time weekday availability.

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

Due to the dynamic nature of an indoor recreation facility, **roles and responsibilities may evolve over time** as programming, events, and operational needs change.

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## Compensation & Perks

Joyride 150 offers competitive hourly compensation based on experience and leadership ability.

Shift Leads can expect:

- **Competitive hourly wage**
- **Free riding at Joyride 150**
- **Employee discounts at The Boiler Room Bike Shop**
- Opportunities to assist with **camp, events, lessons, and special programming**
- The chance to work in a **fun, energetic environment surrounded by bikes and riders**

Joyride 150 is a growing facility, and we are excited to support team members who want to **grow their skills and take on additional responsibility over time**.

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# To Apply

Please send an email to [dave@joyride150.com](mailto:dave@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!