



**Tahoe Donner Association
Job Description**

Job Title: Bicycle Guide
Job Code: 553
Department: Bike Works
Reports To: Bicycle Program Manager
Class Code: 9066
FLSA Status: Non-exempt
File Name: Bike Guide.docx
Prepared Date: 5/13/11, updated 3/26/15, 10/4/15, 3/21

SUMMARY

The Bicycle Guide is primarily responsible for guiding participants on local road and mountain bike rides. They may also be responsible for properly sizing and renting adult and children's bicycles, as well as assisting with bicycle maintenance and repair, equipment and accessory sales, special events, races and other activities.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Provide excellent guest service to customers, employees and business partners both in person and on the phone.

Lead our guests on guided rides of varying physical and technical difficulty.

Must demonstrate proficient knowledge about bicycle fit and function.

Properly fit guests on rental equipment, teach them about the various parts of the bike, complete all required paperwork, and inform them about local riding locations and options.

Assist with area set up, races, promotions and special events.

Develop and maintain current knowledge of basic bicycle maintenance and repair techniques.

Assists with maintenance and cleanliness of the bicycle program areas

Occasionally operate a POS system. (RTP) and balance daily sales to deposit amount.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Intermediate level mountain biking ability and basic mechanical knowledge about bicycles.

CERTIFICATES, LICENSES, REGISTRATIONS

Current Cardiopulmonary Resuscitation (CPR) and First Aid certifications recommended.

Possession of valid Class C Driver License with a driving record meeting the minimum standards required by the Association insurance carrier is recommended.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, and talk or hear. The employee frequently is required to use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to sit; climb or balance; stoop, kneel, crouch, or crawl; and/or smell. The employee must frequently lift and/or move up to 35 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to outside weather conditions. The employee is frequently exposed to moving mechanical parts. The employee is occasionally exposed to fumes or airborne particles, toxic or caustic chemicals, risk of electrical shock, and vibration. The noise level in the work environment is usually moderate.