

# GRAVITYMTB

**POSITION:** Mountain Bike Coach

**REPORTS TO:** Director of Programs

**LOCATION:** Gravity MTB Garage, Cumberland BC

**STATUS:** Seasonal part-time

**WAGE:** Dependent on experience & certification

## **WHY GRAVITY MTB?**

We seek enthusiastic, hard-working, and reliable individuals to join our team as Mountain Bike Coaches!

Based on beautiful Vancouver Island, Gravity MTB has been in business since 2016 and has been setting the standard for tailored mountain bike riding and racing programs. We believe that mountain biking is more than just a way to get fit and have fun, it's a way of life! Our team is built of passionate individuals who have dedicated themselves to sharing their positive experiences and love of the sport. A positive attitude and dedication are mirrored in everything we do, so we're now looking for like-minded, motivated individuals to help continue the success of Gravity MTB.

## **WHO ARE YOU?**

**MTB Aficionado!** Loves bikes, bikes and more bikes and has some knowledge on how they work and what they can do.

**A person with integrity!** We put an enormous amount of time into training and developing our team. In return, we rely on them to show up and deliver the experience we're known for.

**A Forest Lover!** You're a nature enthusiast with a keen interest in environmental stewardship and respect for the trails and surrounding areas.

**Safety Focused!** You understand safety and minimizing risk is our #1 priority - fun is a close second!

**A Natural People-Person!** With your winning personality and distinctive flair for coaxing people out of their shell, you'll entertain and educate our participants with ease.

**A positive individual with an incredible zest for life!** You're outgoing and genuinely like helping people. You're stoked about being active outside, no matter the weather!

**Strong!** Doing physical work outdoors while delivering highly interactive programs and lessons requires strength and energy.

## **PRIMARY OBJECTIVES:**

Outstanding customer service and professionalism is the key to our success! Providing an excellent experience to all our participants from the moment they say "Hello" enables us to maximize sales, increase satisfaction and build more repeat customers. We're a small, but successful team thanks to our attention to detail and drive to achieve the highest levels of customer satisfaction. If you have that same determination for success and would like to join an industry-leading team of avid mountain bikers, this could be the perfect job for you.

## **RESPONSIBILITIES:**

- Deliver Gravity MTB lessons and scheduled programs, continuing our industry-leading level of professionalism and quality.
- Act as an ambassador for Gravity MTB and the Industry as a whole.
- Guiding and instructing all abilities and ages of riders throughout the Cumberland trail network as well as on Mt. Washington.
- Ensuring the safety of all clients and maintaining our high level of risk management.
- Helping guide participants throughout their experience with us from the moment they enter our shop to riding on the trails.

- Develop an in-depth and detailed understanding of all lessons, programs and clinics we offer to be able to accurately communicate and advise participants.
- Participate in all required Gravity MTB employee training.

## **EXPECTATIONS:**

### Required

- Minimum 14 years of age.
- Must have a cell phone that is able to make and receive calls as well as messages.
- Must have a bike that is suitable for guiding all styles of rides and lessons.
- Preference will be given to those who can work afternoons, evenings and weekends.
- Adhere to the policies and procedures of Gravity MTB at all times.
- Criminal Records Check (18+).
- Must have an email address and the ability to regularly respond to emails.
- Ability to work outdoors in varied weather conditions.
- Competent in performing Gravity MTB emergency protocols.
- Must be a team player and able to work without supervision.
- You are a passionate and experienced rider that is comfortable riding BC-style trails and terrain.

### Desired

- Experience guiding groups of all abilities and know how to tailor teaching materials to different age groups.
- Excellent people skills – competent, friendly, outgoing and upbeat.
- Organized, responsible, dependable, self-motivated, and attentive to detail.
- Excellent communication skills, both verbal and written.
- Strong guest service skills.
- Ability to maintain a physical position that requires grasping, standing, repetitive motions, lifting, listening as well as hearing ability, and visual acuity.
- Excellent leadership skills.
- Previous experience leading groups, public speaking, or guiding.
- Strong understanding of risk management is a must have.
- Competent with a computer and can work with Google Suite including Google Sheets, Docs and Calendar.

## **SKILLS & CERTIFICATIONS:**

- PMBIA Level 1 or combination of other education/experience will be considered.
- Valid First Aid Certificate Minimum of Emergency First Aid & CPR preferred (OFA Level 1, 40 - 80 hour Wilderness first aid, etc).
- Competent in bike mechanics and can fix most trailside bike issues, or willing to put in the time to learn.
- Detailed working knowledge of the Cumberland trail network, or willingness to put the miles in to learn.

## **PERKS:**

- Competitive wage.
- Personal and Professional development opportunities, including rider and coach development.
- Ability to work in a fantastic environment with excellent trails on your doorstep and weekly staff rides.
- A wide range of industry discounts and perks.