



# Community Recreational Initiatives Society

(250) 979-3941 | [admin@adaptiveadventures.ca](mailto:admin@adaptiveadventures.ca) | [crisadaptive.ca](http://crisadaptive.ca)

835 Bay Avenue, Kelowna, BC, V1Y 7K2

**BREAKING DOWN BARRIERS TO OUTDOOR RECREATION & SPORT  
FOR PEOPLE OF ALL ABILITIES**

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## Kelowna Bike Rentals Manager

Kelowna Bike Rentals - a social enterprise that supports Elevation Outdoors and the Community Recreational Initiatives Society(CRIS) is looking for a manager for our 2022 season. The manager will be responsible for the daily operations of our bike rental enterprise with a full fleet of E-bikes, mountain bikes, city comfort bikes, and Western Canada's largest fleet of adaptive cycle rentals.

We are looking for a motivated manager to help build on a successful first season. If you have experience leading a team, creating an environment where customer service is always a priority, and you enjoy thinking on your feet and building relationships we would love to hear from you.

The season runs from Mid May - late October with some pre-season work as well. We are looking for a full time manager(35-40 hours) during the season, with the possibility of part time work in the off season as well.

### Primary Objective of Role

To manage the successful\* day to day and strategic operations of Kelowna Bike Rentals and the team of Rental Attendants.

\* successful is defined as operating in a profitable manner, managing staff to ensure they work well as a team and achieve high customer satisfaction while providing great customer service, receiving high ratings in online feedback(Google) to maintain our 5 star rating on Google to keep SEO rankings to drive further traffic to our operations.

### Key Responsibilities & Time Commitment:

Training and managing all staff: 15%

Marketing and strategic partnerships 15%

Day to day operations: 50%

Management tasks(reporting, scheduling, planning): 10%

Other Tasks as required: 10%





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## Key Tasks and Responsibilities

- Managing all staff including scheduling
- Daily communication with customers and potential customers
- Social Media Marketing
- Preparing weekly reports for trend analysis and sharing with EO/CRIS ED's in weekly meeting
- Developing new and strengthening existing strategic partnerships to increase awareness and revenues
- Ensuring fleet maintenance schedule is followed(daily, weekly, and monthly)
- Budget to Actual comparison on a monthly basis
- Submitting and approving expenses as needed to support operations
- Other tasks as required for the successful operations of KBR and supporting EO/CRIS

## Skills and Experience

- Customer Service Experience
- Experience managing a team
- Understanding of local market
- Proven track record in creating successful partnerships
- Ability to think critically and respond to uncontrollable pivots
- Skills and experience with revenue generation
- Prior experience in outdoor recreation is an asset
- Digital Skills - social media, GSuite, Wordpress, Google Analytics are an asset
- Demonstrated ability to work in a team
- Interest in a social enterprise environment is an asset

Job Types: Full-time, Fixed term contract, Seasonal

Contract length: 8 months

Salary: \$23.00-\$25.00 per hour

Additional pay:

- Bonus pay

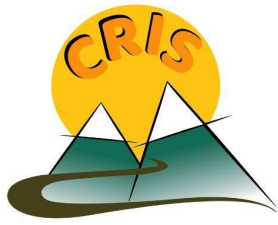
Benefits:

- Casual dress
- Flexible schedule
- On-site parking

Schedule:

- 8 hour shift





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COVID-19 considerations:

Our Covid-19 policies are guided by local and provincial regulations.

Experience:

- Customer service: 1 year (preferred)
- Management: 2 years (preferred)

Expected start date: 2022-05-02

**To Apply:** Please email [danih@AdaptiveAdventures.ca](mailto:danih@AdaptiveAdventures.ca) with:

- Resume (with 3 references)
- cover letter

