

Department: Bike Park

Our Bike Park Department designs, builds, maintains and ensures guest safety for Blue Mountain's downhill mountain bike parks. Team members can be found out on the mountain sweeping trails, guiding riders through the park, checking for injured riders or broken bikes, and assisting guests with rentals, retail, and repairs.

Position: Trail Guide

The Bike Park Trail Guide is responsible for morning sweep of all trails, setting up and dispatching rental bikes, trail repair and maintenance, guided tours and instruction, repair of rental and guest bikes, and assistance with retail and tickets.

Reports to: Mountain Biking Manager Responsibilities

Brief Description

Include but are not limited to:

- Provides exceptional guest service, education and safety awareness throughout the bike park
- Gives accurate feedback during testing and make decisions to open or close the trails.
- Responsible for proper inspection and testing of features
- Provide guests with guided tours and instruction
- Monitor guest traffic on trails for safety and mechanical issues
- Set up and dispatch of rental bikes Repair of rental and guest bikes
- Cleaning of rental bikes
- Opening and closing sweep of trails
- Own and maintain a bicycle capable of handling bike park terrain
- Wear a helmet at all time when riding bike park terrain
- Assist counter attendant with ticket, food and retail sales
- Assist with trail maintenance and repair
- Promotes positive department relations through an environment that encourages open communication trust, mutual respect and fun.
- Takes lead in answering any guest inquiries and any guest recovery that may arise.
- Deals with the challenging out of the ordinary guest issues and complaints in a professional manner.
- Must be able to lift 50+ lbs and work in adverse weather conditions.

Requirements

Include, but are not limited to:

- Must be at least 18
- Must be able to confidently ride all terrain at Blue Mountain
- Must own a bike capable of handling all terrain at Blue Mountain Bike repair knowledge a plus
- Must wear a full face helmet, knee, and shin protection, body armor and elbow pads optional
- Commitment
- Primarily weekends from May-Oct (Fridays June-August)
- At least 1 day a weekend twice a month required, more availability preferred
- Must be available race weekends
- Hours are 9am-6pm