



Tour Driver/Concierge

DEFINITION:

Under general direction, operates activities of OFF The CHAIN Bike Bus Tours; operates a fifteen passenger bike bus, provide entrainment for passengers; assures regulatory weekly reports are accurate, follows company safety procedures; ensures customer expectations are exceeded at all times; performs weekly vehicle maintenance; manage the companies' social media outlets; performs related work as required.

SUPERVISION EXERCISED AND RECEIVED:

Receives general direction from the the ownership group and exercises direct and indirect supervision over personnel and tour services provided. Furthermore, fosters and maintains professional working relationships with various partnerships.

IMPORTANT AND ESSENTIAL DUTIES:

The duties and responsibilities listed below are illustrative only and are not meant to be a full and exhaustive listing of all of the duties and responsibilities of the Operations and Reservation Manager

- Provide an entertaining atmosphere for customers and community.
- Operate a fifteen passenger bike bus.
- Organize special functions as directed by management.
- Follow relevant safety regulations and state laws governing bike bus operation and ensure that passengers follow safety regulations.
- Perform routine vehicle maintenance, such as washing the bike bus regulating tire pressure, cleaning bike bus, emptying trash.
- Test vehicle equipment, such as lights, brakes, or horns, to ensure proper operation.
- Maintains records and prepares reports of work activities.
- Pick up passengers at prearranged locations and navigate bike bus through city streets.

- Communicate with manager daily tour reports and report any malfunctions, and incidents.
- Provide passengers with information about tour descriptions, prices, website information, and social media information.

Knowledge, Skills and Abilities:

Knowledge of: state and local laws, codes and regulations, including safety regulations and procedures; practices customer service and tour; effective communication skills; effective methods of record keeping and inventory control; local tourist venues, history, and restaurant and bar venues; local beer and wine.

Skill in: preparing and directing tours, communicating clearly and concisely, both orally and in writing; operating a fifteen passenger bike bus, entraining customers over an extended amount of time, computers and associated software applications.

Ability to: plan, organize, direct, schedule, analyze problems, evaluate alternatives, and make sound decisions; follow problems through to resolution; present clear and concise oral and written reports; learn, retain, interpret and apply pertinent provisions of the companies rules and regulations; learn, retain, interpret and apply plans and policies, adapting effectively to change; plan, direct tour services; coordinate team building activities, be a liaison with vendors and management; exercise good judgment and make appropriate decisions; learn and use a variety of computer software applications related to the work; work effectively with community organizations, agencies and associated partnerships; perform related duties as assigned.

EDUCATION AND TRAINING GUIDELINES:

Any combination equivalent to experience and education that could likely provide the required knowledge, skills and abilities would be qualifying. A typical way would be:

Education: Equivalent to a graduation from high school with some course work from an accredited college.

Experience: 0 – 2 years of customer service experience. Preferably custom tour, teambuilding, and special event experience.

SPECIAL REQUIREMENTS:

WORKING CONDITIONS:

Required to work in field environments. Must lift light to moderate objects, materials, and equipment weighing up to 20 pounds; considerable time standing, sitting, walking, kneeling, stooping, crouching, squatting, climbing ladders, crawling, and twisting of upper body. May be required to interact with customers with varying dispositions; may be required to utilize software applications to maintain records or perform various duties.

REQUIREMENTS, LICENSES, CERTIFICATES, REGISTRATION:

Requirements: Must be Must be 21 years of age

Licenses: Possession of a valid California Class "C" driver's license with a clean driving record and continue to meet requirements for license renewal.

Certificates: California Department of Alcoholic Beverage Control (LEAD) Licensee Education on Alcohol and Drugs Program certificate (within 30 days of hire).

Hours / Salary: This is part-time position ranging from 5 to 20 hours per week. The rate of pay will be \$12 per-hour, and opportunities for gratuities.