

# Ithaca Bike Rental Associate: Job Description



Are you an experienced cyclist or bike enthusiast??

Does the idea of helping youth and adults explore Ithaca on two-wheels excite you?

Do you love to interact with a variety of people in an open workshop environment?

Would you enjoy working in a professional, clean, and respectful team setting?

If so, we need to meet! The **Ithaca Bike Rental** is looking for an **IBR Associate** to join our team.

## Our Organization

The City of Ithaca values diverse perspectives and life experiences. We encourage people of all backgrounds to apply, including people of color, women, LGBTQ+, veterans, people with disabilities, and those with a variety of lived experiences.

The Ithaca Youth Bureau (IYB) fosters an equitable work environment where everyone can thrive. We equip youth from diverse backgrounds with tools for success, promoting physical, mental, and civic well-being. Through recreation and youth development programs, we empower young people to reach their full potential and positively impact the world.

Through Outings, a program at the Ithaca Youth Bureau, we provide a variety of adventure programs for youth in Tompkins County. Outings has many components and programs for youth, including **Ithaca Bike Rental**.

**Ithaca Bike Rental (IBR)** is a premier bike rental company in Tompkins County, offering a diverse selection of bikes, comfortable seating, and optional add-ons like baskets and tow-behind trailers. Our mission is to provide a safe, fun, and healthy way for residents and visitors to explore Ithaca's outdoors. We serve the general public and offer biking experiences for youth groups.

This role is an excellent opportunity to grow in the cycling industry. We're looking for a team player with strong communication skills, customer service experience, and a passion for the environment and local businesses. Bicycle mechanic experience is a plus but not required. Reach out to join our team!

**Position: IBR Associate** (June - August), with the possibility to extend into the Fall; connect with Kim Olsen, Program Coordinator for all dates; there is some flexibility with start and end dates)

## Duties include:

- Communicating with community members via phone and email
- Bike Rental Transactions
- Assist customers in the fitting of bikes and bike helmets
- Scheduling of the Bike Fleet
- Bike fleet record keeping
- Assist with bicycle maintenance
- Delivering bicycles and other equipment
- Assisting Program Coordinator and Program Leader as needed

The ideal candidate will have experience and enthusiasm for outdoor activities such as biking and other outdoor pursuits, as well as a general knowledge of the greater Ithaca area and Tompkins County to assist customers. Staff need to exercise good judgment and at times adapt quickly to changing circumstances. Candidates should have experience working in customer service.

## Additional Qualifications (helpful, but not required):

- First Aid and CPR Certification
- Basic bike maintenance
- Experience as a bicycle mechanic
- Driving a 14-passenger van; hauling a trailer

This is a full-time position, approximately 35-40 hours per week.

Pay: \$18 - \$22/hr - based on experience

**Contact:** Kim Olsen **E-mail:** [kolsen@cityofithaca.org](mailto:kolsen@cityofithaca.org) **Phone:** 607-273-8364, x2143

[IYB Job Interest Form](#)

