



Community Recreational Initiatives Society

(250) 979-3941 | admin@adaptiveadventures.ca | AdaptiveAdventures.ca

835 Bay Avenue, Kelowna, BC, V1Y 7K2

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

Community Recreational Initiatives Society (CRIS) is a non-profit organization founded in Kelowna in 2001 that serves the entire Okanagan by providing adaptive, accessible, and inclusive outdoor recreation opportunities for people living with disabilities. Kelowna Bike Rentals provides inclusive opportunities for outdoor recreation while creating meaningful impact within the local community with 100% of profits going back into two local charities: Elevation Outdoors and CRIS programs.

Job Description – Kelowna Bike Rentals Kiosk Attendant

ROLE DESCRIPTION:

The primary role is focused on supporting Kelowna Bike Rentals in Partnership with Elevation Outdoors and CRIS Adaptive Rentals. This role will be responsible for customer service, checking bikes in and out, basic maintenance/safety checks on all equipment, managing rentals, and briefing customers on how to use the equipment as well as the safety protocols they will need to adhere to. Staff will also be involved in inventory management, bookings, and customer service follow up. This will provide an opportunity to learn about both able bodied and adaptive recreation equipment and support the clients as they learn how to use it.

DUTIES:

- Provide customer service to all equipment rental customers
- Set up and close down of rental operations daily
- Working with POS systems to accept payment for rentals
- Provide customers with introduction to all equipment and cover basics of how to operate safely
- Act as an ambassador for Elevation Outdoors and CRIS to customers and members of the public
- Following proper procedures and documentation for all rentals and returns, including collecting customer feedback
- Basic maintenance on all equipment after training
- Working with volunteers, staff, and customers of all abilities
- Other tasks as needed to support the organizations

OUR IDEAL CANDIDATE POSSESSES SOME OR ALL OF THE FOLLOWING:

- Excellent verbal and written communication
- Great customer service
- Experience with software systems
- Able to work independently or as a member of a team
- Available for weekday and weekend shifts
- Basic cycle repair and maintenance skills are an asset

ELIGIBILITY:

- Be between 15 and 30 years of age at the start of the employment; (Criteria of the Federal Government Youth Employment funding stream)
- Be Canadian citizens, permanent residents or persons to whom refugee protection has been conferred under the *Immigration and Refugee Protection Act*; and
- Be legally entitled to work in Canada under relevant provincial/territorial legislation and regulations
- Clean criminal record check



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WAGE: \$21/ hour

POSITION: Full time (35 - 40 hours per week), Contract - Canada Summer Jobs

*Dependent on confirmation and approval of funding

START DATE: **May 5th** *Dependent on confirmation and approval of funding

END DATE: **Sept 1st**

ELIGIBILITY:

- Be between 15 and 30 years of age at the start of the employment; (Criteria of the Federal Government Youth Employment funding stream)
- Be Canadian citizens, permanent residents or persons to whom refugee protection has been conferred under the *Immigration and Refugee Protection Act*; and
- Be legally entitled to work in Canada under relevant provincial/territorial legislation and regulations

EOE – Equal Opportunity Employer: Senior Management has the ability to alter components of this job description to accommodate the successful candidate insofar as accessibility and/or inclusion and equity.

APPLICATIONS:

[Submit application here](#) and include:

- Complete resume **with two references**
- A **cover letter** explaining: (if applicable)
 - o Relevant outdoor work experience, skills, and qualifications
 - o Previous experience working with persons with disabilities
 - o Customer service skills and experience

Application deadline: April 18th, 2025

We thank all applicants for their interest and will only respond to complete applications.

Responses regarding the status of your application will be given within two weeks of submission.