



302 Underpass Road, Brewster MA 02631
508.896.8200 / funtimes@rtbkr.com

Join our Team and Grow with us....

Looking for team members who are fun, energetic, responsible, self starters, who enjoy being outdoors, meeting people and providing excellent service.

Rail Trail Bike and Kayak Rental is located on Underpass Road, with direct access to the Rail Trail. We are dedicated to helping Visitors and Residents, explore, discover and enjoy Cape Cod....



Customer Service Associate

Role & Purpose

We are looking for energetic, fun loving people to engage with our customers and community! We value individuals who can work as part of a team, as well as take initiative when needed to best serve our valued customers. We train all our sales staff to be knowledgeable about the bikes and accessories we sell, as well as general bike maintenance best practices, and local cycling routes, trails, and events. If you are passionate about cycling and being outdoors we'd love to have you join our team Rail Trail Bike & Kayak Rental!

Primary responsibilities:

- Interact with customers and provide exemplary customer service.
- Assist customers during the bike and kayak rental check-in, outfitting and return processes.
- Assist customers in selecting bicycles, accessories, clothing and any other products carried by RTBKR.
- Learn and perform bike sizing and initial position set-up for all makes and models RTBKR carries
- Assist in the daily operations of the store, including restocking, cleaning, organizing and merchandising
- Be willing to learn from your coworkers and share knowledge regarding new products and events with customers and new coworkers
- Perform other tasks assigned by your store manager.

Position Details

- Number of Positions: Two (2)
- Summer Seasonal: Part Time Hourly, May-September, 20- 40 hrs/wk
- Salary: \$18 -\$22/Hr, rate commensurate with experience. Eligible for Team Member discount and end of season bonus.

The ideal candidate is:

- Passionate about cycling as well as promoting the benefits of outdoor lifestyle and culture.
- No prior sales or bicycle retail experience necessary, but you must be willing to learn.
- Able to communicate effectively, both verbally and writing
- Comfortable working as part of a sales team where listening to customers is the key to success.
- Embraces the concept of serving the cycling public, our customer, your customer, and providing an exceptional retail experience
- Capable of and willing to lift and carry 40 lbs on a regular basis and using ladders when necessary
- Motivated, and able to work both independently and as a member of a team, and is familiar with Brewster, CCRT and Cape Cod.

Contact us for an in person interview via phone 508.896.8200 or email funtimes@rtbkr.com