



PEDAL POWER TEAM MEMBER-SEASONAL

**Position Description
County of Porter, Indiana**

POSITION:	Pedal Power Team Member – Part-time Seasonal
DEPARTMENT:	Indiana Dunes Tourism (IDT)
WORK SCHEDULE:	8 to 29 hours weekly – weekend availability is required Need flexibility to cover additional shifts as needed.
PEDAL POWER HOURS:	Open the Friday before Memorial Day through Labor Day 10:00am – 6:00pm. Days and hours will vary based on weather conditions.
JOB CATEGORY:	Clerical / Sales
STATUS:	Part-Time Seasonal
FLSA STATUS:	Non-Exempt Hourly
DATE WRITTEN:	April 2024
DATE REVISED:	N/A

To perform in this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. Porter County Government is an Equal Opportunity Employer.

POSITION DESCRIPTION

The Pedal Power Team provides the Indiana Dunes Tourism visitors the opportunity to experience an enjoyable bicycle ride in our community.

This team provides excellent customer service, manages the bicycling brochure inventory, ensures waivers are completed, provides bicycles and accessories to customers. They prepare the business for opening and closing, run electronic sales, monitor weather conditions, and provide basic bike maintenance. The Pedal Power team will also answer questions about our community points of interest and local businesses.

The team's goal should always be to leave the visitor with a better understanding of our area, a very positive experience overall, and the desire to extend their stay, motivating the visitor to return.

LOCATION

The Pedal Power team spends much of their working time working on the premises of the Indiana Dunes Visitor Center located at 1215 N State Road 49, Porter, Indiana. They may be asked to venture out on trails so as to be familiar with them.

POSITION RESPONSIBILITIES

- Must provide excellent customer service.
- Assist visitors with cultivating their experience/bike trip within the Indiana Dunes Country.
- Assist the customer with the proper size bike and helmets.
- Provide basic bike maintenance and cleaning.
- Open and close the Power Pedal trailer. Set up bike displays and signage on the property.
- Promote the Dunes Kankakee Trail, Calumet Trail and bike safety.
- Use walkie talkie to communicate information and safety concerns.
- At times, will provide visitors, not just Pedal Power customers, with directions or suggestions for the parks and local areas.
- Must stay aware of weather conditions throughout the day as this will affect customers and possible Pedal Power closures.
- Must be well versed with local bike trails and the surrounding area.
- At times, Pedal Power team members work inside the Visitors Center, assisting with any provided projects from IDT Staff or assisting visitors.
- Maintain biking rack cards and map supplies.
- Assist in the training of new staff members as needed.
- Perform documentation, data entry, point of sale transactions, complete projects, and utilize internet resources.
- Provide shift coverage as needed.
- Attend training sessions as scheduled or lead training sessions as warranted.
- Attend staff meetings as scheduled.
- Record hours worked in the payroll system.
- Other duties as assigned.

POSITION REQUIREMENTS

- Applicants must be at least 16 years of age.
- Willingness to learn the responsibilities of this position.
- Have a basic familiarity with riding a bike and its main components.
- A professional appearance with a friendly and courteous manner.
- Basic knowledge of roads, attractions, and businesses within Porter County.
- Demonstrate computer experience with competency in our point of sale register, as well as possess a willingness to learn and utilize new software and equipment (email, web search, apps, mapping, etc.)
- Ability to lift 30+ lbs. repetitively.
- Ability and willingness to acquire the knowledge to handle responsibilities meticulously.
- Ability and initiative to work independently and within a team environment.
- Must work respectfully with all IDT and National Park staff.
- Ability to read maps, draw, diagram, write or map simple directions.
- Ability to communicate information and directions clearly and simply.
- Ability to listen to and understand questions, problems, and situations.
- Ability to maintain a positive, enthusiastic, and helpful demeanor in all circumstances.
- While personal time is greatly respected, there may be situations that require additional coverage and rearranged work hours throughout the year. This includes weekends and holidays.

DRESS CODE

- IDT follows the Porter County Employee Handbook dress code but allows a more business casual approach.
- Due to the nature of the job duties, conservative shorts, t-shirts, gym shoes and close toed sandals are acceptable for this position. Flip flops and crocs are prohibited.
- Clothing should fit appropriately and without exposing midribs or underwear. Staff should dress according to the calendar.
- Employees immediate supervisors are authorized to judge employee attire and may require a change of attire. This includes sending the employee home to change on the employee's time. This time must be made up or compensated through time off by the employee.
- There will be occasions such as board of directors meetings and other important meetings when employees will be required to dress in business attire
- Employees conducting organizational business outside the office will respect the dress code of the other organization.
- Employees receive an annual uniform allowance for branded logo or spirit wear.
- Name tags are to be worn unless instructed otherwise

PHYSICAL EFFORT AND WORK ENVIRONMENT

The Pedal Power team performs duties outdoors in the visitor center parking lot and is exposed to a variety of weather conditions and plant life. There is repetitive lifting of bicycles and boxes. Duties also require standing and sitting for extended periods of time and bending to maintain the bicycles. Light building and grounds maintenance, clean ups, and organizing may be required. Generally, team members work independently.

PERSONAL WORK RELATIONSHIPS

The Pedal Power team member maintains frequent communications with:

- Members of the public.
- Indiana Dunes Tourism board and staff.
- Indiana Dunes National Park staff.

The Pedal Power team reports directly to the Retail Manager.

BACKGROUND CHECK

If 18 or over, prior to employment, an authorization form must be completed to allow Indiana Dunes Tourism to conduct a professional background check that may include a credit check, national and state criminal check; valid driver's license check; education and professional credentials check; and performance references check.

INFORMATION RESOURCES

- Activities Guide
- Outdoor Adventure Guide
- Indiana Dunes National Park map
- Indiana Dunes State Park map
- Indiana Dunes Tourism website (www.indianadunes.com)
- Other guides, websites and newsprintings

LICENSE / CERTIFICATION NEEDED

Valid driver's license and demonstrated safe driving record is preferred, but not required.

APPLICANT/EMPLOYEE ACKNOWLEDGEMENT

The job description for the position of Indiana Dunes Ambassador for Indiana Dunes Tourism describes the duties and responsibilities of employment in this position. I acknowledge that I have received this job description and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements, and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined? Yes _____ No _____

Applicant / Employee Signature

Date

Director name and title

Date

