



Position: **TOUR MANAGER**

Position type: flexible, part-time (30hrs/week), weekdays + weekends, all year round

Positions available: 1

Location: Downtown Pittsburgh, PA

Reports to: Owner

Deadline: open until filled

Compensation: hourly wage with bonus payments

Do you have a love for bikes, people, and Pittsburgh? If so, Walk + Bike the Burgh Tours may just have the job for you!

Founded in 2015, Walk + Bike the Burgh Tours is a small but growing local business offering historical bicycle and walking tours through various neighborhoods of Pittsburgh. We are seeking to educate and entertain locals as well as visitors from out of town through high-quality experiences by foot or on two wheels. Our goal is to make people happy, give them an introduction to our Burgh, help them navigate our streets and leave them with a profound understanding of the city.

Our core values are:

**Excellence** in everything we do defines our daily operations.

**Fun** is our main driver of success.

**Unforgettable experiences** are our main goal.

**Authentic connections** with our customers give us continuous satisfaction.

**Integrity** is what we live every day.

## WHAT YOU'LL DO

- Run the day-to-day shop operations for our bike + walking tours as well as bike rentals
- Handle reservation and point of sale system as well as cash register, go over rental agreements, and set up bikes and gear for bike tour and rental customers
- Respond to customer phone calls and emails quickly and effectively
- Manage tour and rental reservations (take payments, reschedules, refunds)
- Inform customers about our tour portfolio and rental services
- Prepare shop supplies, gear, and all shop inventory for outgoing tours
- Manage guide availability calendar and assign tour guides to upcoming tours

## **WHO YOU ARE**

- You are personable, outgoing, enthusiastic, and friendly
- You have excellent communication skills
- You are experienced in customer service, ideally also in sales
- You are solution-oriented and have a can-do attitude
- You have a good understanding of bicycles and its infrastructure in and around Pittsburgh
- You are familiar with many neighborhoods of the city of Pittsburgh
- You are available weekdays and weekends, all year round

## **BENEFITS of working for Walk + Bike the Burgh Tours**

- Flexible work hours
- Inspiring encounters with people from all around the world
- Fun work environment (customers are on leisure time)
- Opportunity for time off during the winter months
- Monthly bonus payments
- Possibility for further involvement in the operations

## **HOW TO APPLY**

Do you feel inspired and want to be a part of our great team and fun work environment? Then please send your resume and cover letter to [hello@biketheburgh.com](mailto:hello@biketheburgh.com) if you think you fulfill all the criteria mentioned above. Please include "Tour Manager" in the subject line. Looking forward to having you with us!