

BRNW

Lodging Baggage/Shuttle Job Description

Bicycle Rides Northwest (BRNW) is a nonprofit organization that operates bicycle tours each summer. We've been doing tours since 1986, and we have a reputation for the best customer service in the business. Our crew members are temporary employees of the organization, and they're paid a salary for each event. We work very hard, while enjoying the camaraderie of a shared team adventure – serving our riders while having as much fun as possible doing it.

The Lodging Baggage/Shuttle position is part of the Construction/Baggage Team, which is responsible for camp infrastructure and baggage transport. Your job is to help separate out bags for riders who are staying in lodging, then deliver those bags to the designated lodging properties in the next town. When we leave town, you'll pick up baggage at the properties and deliver it to the appropriate spot in the next town. In addition, you'll provide passenger service between camp and designated lodging properties on a specific schedule. You'll be provided with a 15-passenger van and an enclosed trailer for baggage. You report to the Construction Director.

This position requires:

- Good navigation and driving skills, including the ability to tow and maneuver a trailer
- Strong organizational skills and attention to detail
- Clear and collaborative communication
- Flexible thinking
- The ability to do physical labor, including lifting and moving heavy baggage
- Making rational on-the-spot decisions
- An upbeat nature and customer-service focus
- The willingness to step in and do whatever is necessary to get the job done
- A current driver's license and the qualifications to drive a rental vehicle
- A clean driving record
- Current First Aid and CPR certification (we will pay for training if needed)

The Lodging Baggage/Shuttle duties include, but are not limited to:

- Learning and applying a system for moving and tracking bags
- Picking up and dropping off baggage at designated lodging properties
- Working with the Baggage Team to coordinate your service with normal baggage handling
- Drive passengers between the camp site and the designated properties in each town
- Help the Construction/Baggage crew as needed

Logistics:

- We'll have a system to mark baggage that will identify which property it goes to in a given town
- The system will also indicate if a bag needs to be moved back into the general rider baggage system at any point
- You'll have the name, address and baggage drop/pick location for each property
- Once baggage is delivered, you can unhitch the trailer and leave it in camp as you shuttle riders

The week before the ride:

If available, you may be asked to assist in picking up vehicles and loading equipment, bikes and supplies for both tours (you'll be paid extra for this). You may also be asked to help unload and clean equipment, and return vehicles to the rental site after the last ride (usually on Sunday).

After each ride

At the end of each ride, all crew members are expected to stay until all work is done and riders have dispersed. End-of-ride clean-up include cleaning all equipment before storage. Please be prepared to help each other and pitch in when needed, even if the task is not on your job description.

Travel to/from the ride start:

- The crew will leave on Friday.
 - We will travel to a specified destination (our first event camp or an intermediate spot) and stay overnight
 - We'll have a crew meeting Friday evening
 - Depending on the distance, we typically drive all the way back to Bend on the last day of a ride.
- We have a "crew party" after the second (or furthest) event each year, which includes an overnight stay and a celebratory meal
- We will pay for lodging and all meals going to and from the event.

Compensation and logistics

- Pay is dependent upon seniority.
 - Minimum first-year compensation is \$900 per event.
 - Pay increases \$100 per event in your second year, and an additional \$100 in your fourth year.
 - We pay \$100 more for working the ride that starts the farthest from Bend, for the additional travel time.
 - We pay a bonus of \$100 per event for driving a vehicle on an event, and an additional \$100 if you drive a vehicle to/from the event.
 - We pay a bonus of \$100 if you work both rides in one year.
- We provide all meals, and you have access to other amenities available to the riders (showers, towels, coffee)
- You supply your personal items, including the equipment needed for your sleeping arrangements.
- You can bring musical instruments and bicycles (or other "toys") for use during off-work hours, with the approval of your Team Director.

For this to work, it's critical that you be a TEAM PLAYER, and be pleasant at all times. The reason we all do this – crew and riders – is to have fun!

