

# Bike Centre Manager

**Location:** Zefiros, Samos, Greece

**Reports to:** Resort Manager

**Dates of employment (approx):** 11 May – 08 October 2026

**Hours:** Varied hours across 5.5 days per week

*Please note: All Richmond roles are ministry-led. While structured hours are in place, we expect team members to embrace the ministry and community aspect of the role: being present with guests beyond working hours through shared meals, conversations, and time together in both with team and guests.*

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### Job Description

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As the Bike Centre Manager, you are responsible for ensuring that the bikes are always well maintained, cleaned and presented to guests in a professional manner that reflects the high-quality service they have come to expect. The secondary role is to serve the guests and support the resort manager as a holiday 'Rep' supporting with running activities and entertainments as well as supporting the administration.

You will lead 1-2 guided bike rides per day that are appropriate to the guests' abilities and ages, always ensuring safety while adding to the joy and excitement of the holiday experience.

You must be looking to advance your journey as a Christian, wherever you feel you are at the start of your employment with Richmond.

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### Job Responsibilities

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#### 1. Lead the operation of the bike centre

- Take the lead role in the maintenance and presentation of bikes and the bike centre. Please be aware that this will involve significant lone-working time during maintenance.
- Be familiar with all parts of our agreed Operating Procedures, ensure Operating Procedures are being followed, and take responsibility for safety in all areas of work.
- Take the lead on investments, parts ordering and maintenance requirements for the bike fleet with budgetary responsibility for the fleet across the season. This may include working with local repair shops and suppliers for items we are unable to resolve in-house.
- Take the lead role in delivering guided bike rides and supporting guests on safe and fun rides around the island. Support from other staff members may be required for larger groups or longer/more challenging rides.
- Dynamically risk assess bike rides and change plans and advice where needed.
- Maintain exceptional communication with the Richmond Team, especially the Reps, to ensure guests and the Richmond team are well informed as to the rides on offer each day/week, how to join them and what the itineraries include.
- Represent Richmond in how you are working, leading rides and throughout resort, reflected in your personal presentation and communication while in and around Zefiros Hotel.
- Meet with the Resort Manager regularly throughout the season for one-to-one meetings.
- Plan a varied range of bike rides that are appropriate and engaging, providing a good balance of healthy challenge and wide appeal for guests.

- Support and encourage guests who are taking bikes out on non-guided rides with maps, route plans, safety advice and top tips to ensure their rides are safe and fun.

## 2. Guest Experience & Ministry

- Become a key part of daily running of the activities and evening entertainments, working closely with the Resort Reps and Manager in the key deliverables in resort.
- Partake in guest dinners, eating with them and socialising with them in order to create and develop an exceptionally warm and welcoming atmosphere.
- Engage with and post regularly onto the company social media feeds, encouraging guests to tag and share their experiences also.
- Promote rebookings, encourage reviews and help guests with quotes for future Richmond Holidays.
- To have a guest-focussed approach and be willing to undertake any requests from guests and the wider team at any time, remembering that even on your time off you are on duty and representing Richmond.

## 3. Commitment to Faith, Team and Guests

- Join in with life in resort including being involved with evening and daytime entertainments as required and dealing with guest inquires and queries where possible, remembering that even in “down time” you are representing Richmond.
- Take regular personal times of prayer and bible study in order to maintain a living and active relationship with God, as well as contributing to team bible studies and encouraging others in their faith.
- Undertake any other roles or duties deemed necessary for the smooth running of the resort
- Encourage, support, and actively contribute to a thriving culture of peer-support and Christian community within the Richmond team.

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### Required Skills and Experience

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#### Essential

- Previous experience maintaining and fixing a various bike models
- Previous experience in a customer-facing role
- Outstandingly clear and engaging communicator
- Calm demeanour with an ability to work well under pressure
- Hard worker, evidence of ‘above and beyond’ mentality, desire to serve and help others
- Professional, able to follow procedures and represent company well

#### Desirable

- Experience hosting tour/guests groups on biking excursions

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### Qualifications and Certificates

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#### Essential

- First Aid Certificate valid for duration of employment

#### Desirable

- Bike Guiding Qualifications
- Bike Maintenance Qualification
- Cytech Theory and Practical level 1
- Cytech Technical One (or equivalent)