

Samos, Bike Centre Manager

Duration	Approx 10 May to 16 Oct 2025	Location	Samos, Greece
Reports to	Resort Manager	Hours	Varied hours, 5.5 days per week

Job Description

As the resort 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'.

You will lead approximately 5 guided bike rides per week that are appropriate to the guests' abilities and ages, ensuring safety at all times 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.

Job Responsibilities

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 taking 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.

2. To contribute to the Richmond guest experience

- 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.
- 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.
- To 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. To live in the resort

- Take regular personal times of prayer or 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.
- Encourage, support and live in harmony with other staff members.
- Undertake any other roles or duties deemed necessary for the smooth running of the resort.

Required Skills and Experience

Essential

- Previous experience maintaining and fixing a varied bike fleet.
- 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.

Qualifications and Certificates

Essential

- Cytech Technical One (or equivalent)

Desirable

- First Aid Certificate valid for duration of employment
- Bike Guiding Qualifications
- Bike Maintenance Qualification
- Cytech Theory and Practical level1