



**Sointula  
Resource  
Centre**

Dedicated to helping Malcolm Island thrive



## **MIBike Rental Advisor - Summer 2026**

Reports to: Client Services Coordinator

### **Job Overview:**

The MIBike Rental Advisor will greet visitors and provide information about our bikes and the island. You will oversee our fleet of 10 free shared bikes and 6 ebikes. This includes completing rental forms, collecting payment, explaining safe practices, and documenting the condition of bikes daily.

### **Qualifications**

- Knowledge of Malcolm Island, local attractions, businesses, and events
- Previous experience in customer service
- Ability to work without direct supervision
- Ability to work 5 days a week, including weekends, in person
- Attention to detail and accuracy
- Clear communication skills
- Ability to lift 50lbs
- Experience with bikes is a plus

### **Customer Service and Rentals**

- Greet visitors and residents, provide information about the MIBike program, and explain how the bike share and ebike rental systems work.
- Assist customers in selecting appropriate bicycles or ebikes based on their needs and experience.
- Process ebike rentals, including completing rental agreements, collecting fees, and explaining safety and return policies.
- Provide helmets, locks, and safety instructions to every user.
- Record all check-outs and returns accurately in the tracking system or logbook.

### **Bike Fleet Maintenance and Safety**

- Conduct daily inspections of all bicycles and e-bikes to ensure they are clean, safe, and in good working order.
- Report and record any mechanical issues, damages, or missing items promptly.
- Perform light maintenance such as inflating tires, adjusting seats, and cleaning bikes after use.
- Coordinate with bike technician for repairs when needed.
- Keep the storage area and bike racks tidy and organized.

### **Program Promotion and Community Engagement**

- Provide visitors with information about local attractions, cycling routes, and community amenities on Malcolm Island.
- Encourage safe and respectful cycling practices within the community.
- Help promote the program through photos, social media updates, or informational materials (as directed by the supervisor).
- Support community events.

### **Administration and Record Keeping**

- Maintain accurate records of rentals, returns, waivers, and payments (for ebikes).
- Track usage statistics to help evaluate program success and community impact.
- Prepare simple end-of-day or weekly reports summarizing activity and any issues encountered.
- Ensure all data and paperwork are stored securely and confidentially.

### **Health, Safety, and Accessibility**

- Ensure all participants receive basic safety orientation before riding.
- Monitor helmet use and ensure compliance with local safety requirements.
- Follow all workplace safety procedures and report hazards immediately.
- Assist in making the MIBike program accessible and welcoming to all.

## About Us

### About Us

The Sointula Resource Centre (SRC) is a non-profit organization dedicated to ensuring the residents, visitors, and organizational partners of Malcolm Island have access to information and support services to make life here viable and sustainable. We offer a variety of support to meet the needs of our changing community.

Our core services include:

**Access to Technology** - We provide free community access computers, tech support for seniors, assistance with online applications and accessing programs and supports including government and non-profit programs such as Employment Insurance, Food Banks, Pensions and Homeowner Grant applications.

**Access to local information and support** - We support community connection by sharing local information and promoting events, services, and opportunities. This includes an online directory ([sointulainfo.ca](http://sointulainfo.ca)), an annual visitor brochure, and a monthly newsletter and community calendar. We provide space for local artists and makers to display and sell their work through an in-office gallery and retail area, helping support local creativity. Basic office services such as printing, laminating, faxing, and simple promotional support are also available to help individuals and community groups share information. We support skill development through youth employment, volunteer opportunities, and access to locally delivered training in partnership with off-island organizations.

**Food Security** - We operate a community food pantry where residents can access a range of free fresh, frozen, canned, and dry goods. In addition, we coordinate local delivery of a food box program and provide a central location for local gardeners to sell their produce at our community market stand.

**Visitor Services** - As the official Destination BC Visitor Centre for Malcolm Island, we provide tourism related information in-person and by phone. Our annual visitor guide is distributed both locally and regionally. Our popular MIBike program provides free pedal bikes and electric bike rentals for visitors and residents.



# EMPLOYMENT OPPORTUNITY

## MIBike Rental Advisor

### Position Overview:

This is a Canada Summer Jobs position for individuals between 15-30 years old. Greet visitors, share information about our bikes and the island, and help manage our fleet of free shared bikes and e-bike rentals.

This is an 8-week position. \$18.25/hr, 35hrs/wk.

### Our ideal candidate has the following:

- Knowledge of Malcolm Island
- Previous experience in customer service
- Ability to work without direct supervision
- Clear communication skills
- Ability to lift 50lbs
- Experience with bikes is a plus



**Anticipated Start Date: July 2, 2026**

**Deadline: May 29, 2025.** Please submit a resume and cover letter in person or by email: [hello@sointulainfo.ca](mailto:hello@sointulainfo.ca)

A full job description is available on request.

Thank you for your interest. Only candidates selected for an interview will be contacted.