



Position Description

Title: Street Team Member

Reports to: Community Relations Manager

Summary:

Bicycle Transit Systems (Bike Transit) is a national leader in urban bike share implementation & operations. With the most experienced team in the industry, Bike Transit brings a data-driven approach to the planning, implementation, and operation of bike share programs. We pride ourselves on creating close partnerships with our municipal clients and delivering highly successful programs to the cities we serve.

In partnership with the City of Philadelphia, Bike Transit launched Indego, Philadelphia's Bike Share system in April 2015 with 70 stations and 700 bikes. System expansion is anticipated in 2016. We are a rapidly growing small company whose mission is to make bike share convenient, affordable and fun!

We are building a street/sales team for Indego events. This is an opportunity to help build the Indego brand, spread the word in the community, be an advocate for bike riding, and get paid while doing it. Hours will vary and you can choose which events you are available to participate in.

Indego Street Team members are knowledgeable, customer service-oriented individuals who live and breathe the Indego brand. They will speak to and help community members, tourists, individuals, and groups understand how to use Indego out in the field. Street Team members will assist the Marketing team to sell passes and educate residents about Indego. Applicants must be team-players available to work weekdays and/or weekends, and must have experience working with the general public. Spanish speakers are strongly encouraged to apply.

Primary Responsibilities:

- Visit businesses and key stakeholders throughout the expansion areas and educate them about Indego's expansion
- Attend and host events throughout the city, where you may perform any of the following:
 - Promote Indego and educate people about how bike share works
 - Sell Indego passes and renewals
 - Events may require you to ride an Indego bicycle
- Work at select Indego stations to help riders purchase passes, and to educate them about how to best use their pass
- Demonstrate bike features, removal and return procedures for bikes, kiosk signup and pricing
- Closely observe stations and report any graffiti, litter or maintenance issues to our Operations Team

Experience Innovation Reliability

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Requirements

- Good customer service skills and communication skills
- Comfort with explaining/selling Indego Passes to diverse audiences in large settings
- Evening and weekend availability
- Ability to write detailed notes describing the event and giving feedback from customers/potential customers
- Ability to administer surveys and collect contact information

Compensation range

- \$14/hr (hours will vary)

Type of Position

On-call

To Apply

Applications must include your resume and a cover letter outlining your ability to fulfill the job requirements. All applications must be emailed to nkillebrew@bicycletransit.com by November 13. Please be sure to include the position title "Indego Street Team" in the subject line.

We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.

Equal Opportunity Employer M/F/V/D

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