



Position Description

Title: Operations Manager (OM)

Reports to: General Manager

Summary:

Bicycle Transit Systems (Bike Transit) aims to be the global leader in bike share system implementation and operation. Leveraging over 25 years combined experience of our staff in sustainable transportation, Bike Transit brings a new approach to the planning, implementation and operation of bike share systems.

In partnership with the City of Philadelphia, Bike Transit will be launching the Philadelphia Bike Share system in Spring 2015 with 60 stations and 600 bikes. System expansion is anticipated. Our mission is to make bike share a healthy, easy, accessible and enjoyable way to get around Philadelphia.

Under the guidance of the General Manager, the OM's number one priority will be the safety of our riders and employees. This means you will focus on Achieving and maintaining high maintenance standards while ensuring that staff will always have the required training and equipment to complete their jobs efficiently and safely. The OM will be responsible for assisting with implementation and ongoing management of the Philadelphia Bike Share stations and bicycles, and leading the staff that care for them. You will manage to and report on strict performance metrics and will always be called up to find ways of improving processes. You will be passionate, hardworking and will foster the development of creative ideas to solve everyday problems. Your dedication and strong work ethic must be accompanied by great interpersonal, organization and leadership skills. You bring a positive attitude and a good sense of humor, and know how to maximize the performance of your team.

Duties and Responsibilities:

- Reports to the General Manager to ensure successful operations.
- Responsible for management of bicycle mechanics, who maintain and repair bikes in the shop.
- Responsible for management of street team, who maintain, clean, and repair bikes and stations in the field.
- Responsible for management of bicycle redistribution teams, who use large courier vans to redistribute bikes to minimize full or empty stations (maximize bike availability).
- Ensures all contractual performance metrics for bike and station maintenance and bicycle availability are met, and where needed, improved.
- Provides reports on performance metrics on a monthly basis or more frequently if required.
- Ensures thorough, timely and accurate data entry as required by all employees.
- Analyzes data to inform efficient and organized bicycle distribution throughout the system, optimizing bicycle availability and minimizing instances of full or empty stations.
- Provides training and feedback to all direct reports.

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Job Conditions:

- 40% normal office conditions
- 35% work outdoors, technical and non-technical
- 25% warehouse/shop environment
- Job will involve frequent or prolonged standing, bicycling or driving
- Job will involve hours that exceed 8 hours per day and will include at least one day per weekend
- May require bending, stooping, lifting up to 40 pounds.

Qualifications:

- College degree in business administration or related field required.
- Minimum 5 years experience managing diverse and varied teams, developing and optimizing procedures, and training and developing staff.
- Experience managing and prioritizing multiple conflicting demands of staff, contractors/vendors, budgets, and clients in a fast paced environment.
- Excellent organizational skills.
- Strong analytical and problem solving skills; technical and/or mechanical skills a big plus.
- Proficient knowledge of Microsoft Office.
- Valid driver's license and clean driving record.
- Intimate knowledge of the Philadelphia area.
- Leadership skills – experience inspiring and motivating employees to successfully achieve operational goals.
- Interpersonal skills – maintain confidentiality; remain open to others' ideas; demonstrate willingness to try new things.
- Adaptability – enthusiastically adapt to changes in the work environment; manage competing demands; deal with frequent change, delays or unexpected events.
- Dependability - Follow instructions; respond to management direction; communicate frequently; solicit feedback to improve performance.
- Sense of humor required.

Salary range

\$50-55k annually commensurate with experience. Benefits included.

Type of Position

Full Time

To Apply

Applications must include a cover letter, a brief outline of your ability to meet the qualifications, your current resume and three references. All applications must be emailed to jobs@bicycletransit.com.

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Please include the position title, "Operations Manager" in the subject line. Interviews will begin Mid February.