



Position: Director of Operations
Location: Pittsburgh, PA
Reports to: Executive Director
Deadline: Open until filled
Compensation: Salary dependent on experience and qualifications, excellent benefits

Pittsburgh Bike Share operates transit systems that offer people affordable, safe, reliable, and healthy alternatives to meet their mobility needs.

In 2015, we will initiate operations of the first public active transportation system in the City of Pittsburgh. The network will include a fleet of 500+ GPS-equipped bicycles which will be available for use by residents, students, and tourists from 50 hubs located throughout the City.

Bike sharing represents a bold step in the evolution of urban planning. It extends and complements other forms of public transit yet can be implemented at a fraction of the cost. It improves the health and well-being of users. It fosters safer streets. It reduces pollution and traffic congestion. And it builds a stronger, more resilient local economy by reducing barriers to mobility.

The bottom line is that bike-sharing moves more people, more efficiently, at a lower cost, and with far more positive health and environmental benefits than any other mode of transportation.

Pittsburgh Bike Share seeks a highly motivated professional who is passionate about bike-sharing and its potential to positively shape urban landscapes and reduce barriers to mobility. The Director of Operations plays a critical role in recruiting and managing staff; developing operational policies, procedures, and safety practices; acquiring and maintaining the physical assets of the program; analyzing data to improve operational efficiency and directing field operations; planning for system expansion; and fostering a positive work environment that enables organizational excellence. The decisions made by the Director of Operations have a direct impact on ridership, public perceptions of the program, customer satisfaction, and operating costs.

Core responsibilities of this position include but are not limited to the following:

- Develop an operations plan including appropriate safety policies and procedures
- Develop metrics to assess program performance
- Determine staffing needs
- Hire, train, schedule, and manage a team to achieve excellence in operations
- Analyze ridership data to direct and refine field operations
- Develop a schedule for and manage the maintenance, cleaning, and repair of equipment
- Develop and implement a customer service plan
- Manage facilities
- Oversee the assembly, deployment, and testing of bike-share equipment
- Receive, track, and manage inventory
- Improve operational practices while adhering to policies, contracts, and budgets
- Ensure strict adherence to safety policies and procedures
- Identify opportunities for increasing ridership and improving users' experiences
- Lead planning efforts for system expansion

REQUIREMENTS

- A love of bicycles
- A healthy skepticism of norms, industry or otherwise
- A commitment to innovation
- A passion for finding creative solutions that promote bike-sharing to the broadest demographic of potential users, increase ridership, and improve users' experiences
- Strong analytical and problem-solving skills
- The ability to identify priorities and execute at a high level on critical tasks
- Superior communications skills
- Experience in team-building and collaboration on projects
- A strong understanding of the bike-share industry
- Flexibility and the ability and willingness to work irregular hours

PREFERRED

- Experience in logistics or transportation industries highly desired
- General management and operations experience a plus
- Experience in budget development, monitoring, and reporting
- Marketing and customer support experience
- Experience facilitating public processes or collaborating with public entities
- Familiarity and experience with advocating for bicycling and alternative transportation
- Understanding of basic accounting and bookkeeping required to track expenses and revenues of organizations

COMPENSATION

The Director of Operations is a full-time position based in our office in Pittsburgh, PA. Pittsburgh Bike Share provides excellent benefits including health, dental, and vision insurance, 401k, and generous paid-time off. Salary is dependent upon experience and qualification.

TO APPLY

Please submit a cover letter and resume to Bart Yavorosky, Executive Director at bart@pghbikeshare.org.