

Bike Share Pittsburgh seeks a **Part-time Field Team Member** to support POGO H customers and equipment!

### **About Bike Share Pittsburgh**

Bike Share Pittsburgh is a nonprofit organization that operates Pittsburgh's station-based electric bike share program, POGO H. POGO H pedal and e-assist bikes are available 24/7 at station locations across the city. Our organization is made up of multiple departments dedicated to providing the best mobility option for Pittsburgh. Bike Share Pittsburgh is driven by our mission to provide a joyful, sustainable, and affordable mobility service for everyone.



### **Bike Share Pittsburgh Experience**

Bike Share Pittsburgh has a shared open office space located near the Doughboy statue on Penn Avenue in the Strip District. We have a mix of people working remotely, in-person, or hybrid schedules depending on job requirements. Our staff is small, so each role at Bike Share Pittsburgh requires focus, hard work, and (most importantly!) teamwork to provide our customers with a joyful experience riding bikes. We all take pride in POGO H. In our downtime, we ride bikes and spend time supporting others in our community.

### **Field Team Member**

Bike Share Pittsburgh seeks a part time Field Team Member to help rebalance our fleet of POGO H pedal and e-assist bikes on nights and weekends! Field Team Members drive or cycle from station to station to ensure POGO H bicycles are available, safe, and functional for our customers. This includes basic ABC bike checks at stations,



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sanitizing/cleaning stations, moving or installing bike share equipment in the public right-of-way, and more.

**Folks who enjoy this role are commonly hard workers, adaptable, and enjoy working outdoors in all weather conditions.**

A field team member at POGO H must have a positive attitude, work efficiently, and communicate well across teams. On-the-job training in bike share specific components and systems will be provided.

Bike Share Pittsburgh embraces diversity and equal opportunity. We are committed to building a team that represents a variety of backgrounds, perspectives, and skills.

Equal Opportunity Employer M/F/V/D. Women and minorities are encouraged to apply!

### **Responsibilities**

- Redistribute bikes from station to station via cargo van
- Remove unsafe, damaged, or otherwise nonfunctioning bicycles from public use
- Maintain frequent and clear communication between teams
- Provide positive customer interactions in the field. This includes assisting with registration, renting or returning of bikes and interacting with the general public to promote bike share to new users
- Work independently with attention to detail and limited supervision
- Maintain stations in accordance with company policy. This includes troubleshooting connectivity issues, swapping batteries, cleaning, removing debris, installing equipment, and more.
- Adhere to the Field Service Program and safety guidelines to meet the needs of special events, winter maintenance, and station installation.
- Assemble or disassemble station or bike equipment as needed
- Occasional warehouse work required. Safety training will be provided.
- Foster a positive, welcoming, and inclusive work environment

### **Qualifications**

- Prior work experience driving a large vehicle (Reference required)
- General understanding of computers, smartphones, and technology



Operated by Bike Share Pittsburgh   
POGOH.com

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- Adaptability - Adapts to changes in the work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events.
- A PA Driver's License and no traffic violations
- Great communication and organizational skills
- Commitment to organizational efforts to foster respect, dignity, fairness, caring, equality, and self-esteem for all individuals
- Ability to understand and learn technical aspects of the software and the hardware capabilities and needs of a bike share system.
- Ability to follow instructions, respond to management's direction and solicit feedback to improve performance.
- Must be a team player with a positive attitude.
- A love of bicycles and people!

### **Physical Requirements**

- Frequently bend, stoop, and twist throughout the day
- Requires the ability to regularly lift objects up to 50+ lbs
- Requires the ability to work while standing for prolonged periods of time.
- May require working and riding a bicycle outdoors in various weather conditions
- Comfortable driving, stopping and working in busy outdoor urban environments
- Ability to maintain regular, punctual attendance

### **Compensation and Benefits**

- Starting at \$18.00/hr
- 401k with up to 3% employer match after 1 year of employment
- Part time staff receive 60 hours PTO + 11 partially paid holidays per year
- Free, unlimited bike share membership
- Dog-friendly office
- Frequent staff building events
- Quarterly staff outing
- Wholesale bicycle parts
- Professional development opportunities
- Flexible scheduling
- Paid Breaks

To apply, please email your resume to [jobs@pghbikeshare.org](mailto:jobs@pghbikeshare.org)