

Bike Share Pittsburgh seeks a **Full-time Field Team Manager** 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, therefore 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 take pride in POGO H. Outside of the office, we ride bikes and spend time supporting others in our community.

Field Team Manager

Bike Share Pittsburgh seeks a full-time Field Team Manager to analyze rebalancing data, to increase efficiency in field operations, and to manage a team of 10+ independent workers.

The Field Team Manager will lead the team in prioritizing routine daily rebalancing: addressing missing or unsecured bicycles, troubleshooting and maintaining stations,



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and responding to events. In addition, this role manages station equipment, and oversees station inventory.

Folks who enjoy this role are commonly hard working, adaptable, and are competent, proven leaders.

The Field Team Manager at POGO H is expected to foster an upbeat, solution-focused approach, work efficiently, and communicate effectively 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

- Lead a team of field service workers who independently handle a variety of tasks such as rebalancing, locating missing or unsecured bicycles, troubleshooting and maintaining stations, and responding to events (like sports games).
- Analyze system data regularly to improve efficiency and to increase trips
- Deeply understand all aspects of the field team operations – this role may occasionally dispatch teams, create service routes and tasks, and manage station maintenance schedules
- Direct teams to ensure unsafe, damaged, or otherwise nonfunctioning bicycles are removed from public use
- Maintain frequent and clear communication between teams
- Provide positive customer experiences by keeping bikes and station components fully operational, with reliable connectivity at each station
- 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
- Foster a positive, welcoming, and inclusive work environment
- Other tasks may be assigned by the Director of Operations



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Qualifications

- Bachelor's Degree in Statistics, Urban Planning, Public Policy, or a related field. In lieu of a degree, candidates with a minimum of two years experience analyzing evolving system data for real-world applications will be considered.
- Proven leadership experience – minimum of two years of management experience
- Adaptability - adapts to changes in the work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events.
- PA Driver's License, or ability to quickly get one
- Effective communication and organizational skills
- Commitment to organizational efforts to foster respect, dignity, fairness, caring, equality, and self-esteem for all individuals
- Must be a team player with a positive attitude.
- A love of bicycles and people!

Physical Requirements

- Repetitive motion required; bending, stooping, and twisting 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

- Salary range \$45,000-\$53,000 depending on experience
- 401k with up to 3% employer match after one year of employment
- Full time staff receive 120 hours PTO annually, in addition to five paid days that the office is closed and eight floating holidays
- Employees who ride at least ten times per month and volunteer for bike/ped opportunities can earn up to 40 hours of PTO per year
- 85% of healthcare, vision, and dental coverage for yourself and dependents
- Free, unlimited bike share membership
- Dog-friendly office
- Frequent staff building events

POGOH

Operated by Bike Share Pittsburgh 
POGOH.com

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- Quarterly staff outing
- Wholesale bicycle parts
- Professional development opportunities
- Paid Breaks

To apply, please email your cover letter and resume to jobs@pghbikeshare.org