



Operated by Bike Share Pittsburgh 
POGOH.com

3328 Penn Ave
Pittsburgh, PA 15201
info@pghbikeshare.org
412.621.0464

Adaptive POGO H Associate

Positions Available: (2) Part-Time, Hourly, Seasonal Positions

Location: Pittsburgh, PA

Reports to: Adaptive POGO H Manager

Deadline: Open until filled

Compensation: \$22 per hour, 20-30 hours per week, March - October 2024

About Bike Share Pittsburgh

Bike Share Pittsburgh is a 501c3 nonprofit organization that operates Pittsburgh's station-based electric bike share program, POGO H. POGO H's pedal and e-assist bikes are available 24/7 at stations across Pittsburgh. Our organization is made up of multiple departments dedicated to providing the best mobility option for Pittsburgh. Bike Share Pittsburgh is driven by a social mission to provide a joyful, sustainable, and affordable mobility service for all residents and visitors.

Adaptive POGO H launched in 2024 as a commitment to Bike Share Pittsburgh's social mission to build a mobility service for all residents and visitors. Adaptive POGO H offers a fleet of 9 unique adaptive bicycles and tricycles available for rent from a single location at the Eliza Furnace Trailhead. The Adaptive POGO H fleet is available for reservation and walk-up rentals with regular, established operating hours.

Bike Share Pittsburgh Experience

Bike Share Pittsburgh has a shared open office space located near the Doughboy statue on the 33rd block of Penn Avenue in the Strip District. We have a mix of folks working remotely, in-person, and hybrid schedules depending on job requirements. The 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.

POSITION DESCRIPTION:

Bike Share Pittsburgh seeks two Adaptive POGO H Associates to support seasonal operations of the Adaptive POGO H program. Adaptive POGO H Associates will be trained to support the successful operations of Adaptive POGO H and provide friendly, supportive, proactive, and thoughtful support of all Adaptive POGO H customers. This position will uphold a high level of care for Adaptive POGO H customers, help to maintain a well functioning fleet of unique adaptive bicycles and tricycles, represent Adaptive POGO H at special events across the city as needed, and support rentals and operations of Adaptive POGO H. The right candidate will be enthusiastic about connecting with Adaptive POGO H riders and the Pittsburgh disability community.



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An Adaptive POGOH Associate will be:

- A team player
 - Is eager to work as a member of a team, and support others in order to provide an exceptional level of support to every customer.
 - Is able to provide and accept feedback in a way that improves the customer experience and supports a more efficient, more effective service.
 - Is a professional and effective communicator.
 - Is reliable, prepared, and on-time.
- A skilled advocate
 - Is a good listener and clear communicator and can meet people where they're at.
 - Is able to provide a supportive, encouraging environment for a wide range of customers with different needs.
 - Will hold themselves and their colleagues to a high standard in supporting the health, wellbeing, and safety of all Adaptive POGOH customers.
- Enthusiastic
 - Is passionate about the Adaptive POGOH program and adaptive cycling.
 - Is eager to learn and adapt.
 - Is outgoing, patient and warm with customers and partners.

Additional tasks as assigned

SKILLS & QUALIFICATIONS:

- Excellent interpersonal communication skills
- A background working with people with disabilities
- Ability to work productively in a team and independently
- Ability to work outside in a wide range of weather conditions for long periods of time
- Understanding of barriers to equitable participation in biking and bikeshare
- Enthusiasm for bike share and other alternative transportation systems
- Skilled at problem solving and deescalation
- Culturally aware and comfortable working with diverse populations and across the city
- Refined organizational skills and punctuality
- Able to lift and move 50lbs
- Computer literacy.

ADDITIONAL REQUIREMENTS

- Availability on evenings and weekends
- Availability to staff events and pop-ups with Adaptive POGOH equipment



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A few of the benefits we offer:

- Free, unlimited bike share membership
- Professional development opportunities
- Dog-friendly office
- Regular team building outings and events
- Wholesale bike parts

To Apply

Please send your **resume, cover letter, and three professional references** to jobs@pghbikeshare.org. Please include "Adaptive POGO H Associate" in the subject line.

Bike Share Pittsburgh is an equal opportunity employer committed to hiring and supporting a diverse workforce. Qualified individuals who bring diverse perspectives and represent marginalized communities are especially encouraged to apply.