

Director of Operations

Positions Available: One Full-Time Position, Exempt, Salaried

Location: In-person, Pittsburgh, PA

Reports to: Executive Director

Deadline: Open until filled

Compensation: \$65,000 - \$85,000

About Bike Share Pittsburgh

Bike Share Pittsburgh is a 501c3 nonprofit organization that operates Pittsburgh's station-based, electric bike share program, POGO. POGO's pedal and e-assist bikes are available 24/7 at strategically located stations designed for quick trips around 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.

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. In our downtime, we ride bikes and spend time supporting others in our community.

Position Description:

The Director of Operations directs a small group of managers with a total team of about 20 people, and is ultimately responsible for all fleet maintenance, bicycle and station inventory, system rebalancing, and internal software system evaluation and maintenance. This role is the primary leader in improving the customer experience through outstanding operations, constant evaluation of industry best practices, and planning major network expansion. This person will mentor and coach emerging organizational managers, consistently monitor employee productivity, influence budgeting and spending and contribute significantly to internal projects like human resource initiatives, DEIB initiatives, and organizational sustainability.

Successful individuals in this role are leaders that are committed to constant learning and are detail-oriented tech people, with a bias toward action. This candidate will have fun innovating, motivating others, and building relationships with local and national partners. Bike Share Pittsburgh is a fast-paced environment, with a mix of administrative office work and demanding physical labor outdoors.

The Director of Operations at POGO must have a positive attitude, mechanical aptitude, and be able to lead teams. They adapt to changes in the work environment, manage competing

demands, and deal with frequent changes, delays, or unexpected events. On-the-job training in bike share specific components and systems will be provided.

This is an exempt role that commonly works more than 40 hours per week, including evenings and weekends.

Bike Share Pittsburgh is an equal opportunity employer that embraces diversity in many aspects. We are committed to building a team that represents a variety of backgrounds, perspectives, and skills. Under no circumstances will we tolerate discrimination. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, veteran status, or other protected classes.

Women and minorities are highly encouraged to apply!

DUTIES & RESPONSIBILITIES:

Leadership

As a part of the Bike Share Pittsburgh's leadership team, this role is responsible for fostering a positive office culture, mentoring all operations employees, and establishing and evaluating internal policy. This role frequently requires mentoring, coaching, and training. The Director of Operations will confidently get the most out of teams, meet the demands of changing cultural landscapes to provide a safe inclusive environment, and model our internal leadership principles for future leaders and staff.

- Develop vision and strategy for the POGO network, equipment, and operations teams
- Provide a safe, inclusive workspace for all employees
- Mentor and coach managers and employees across all operations teams
- Broker external connections between staff members and ensure all staff has tools and resources needed to succeed while working with external vendors
- Work directly with managers to effectively evaluate and motivate their teams
- Network with leaders in the bike share industry to implement innovative technology and operations strategies
- Represent POGO in stakeholder meetings
- Negotiate with vendors and shepherd contracts toward execution
- Develop and contact new sponsorship leads regularly, through in person networking and other approaches

General Operations

The Director of Operations is a key part of most aspects of the organization. This role leads vision and strategy for the department, identifies problems and connects the right people, troubleshoots high level software and hardware issues, processes ridership and other data, and purchases inventory. There is no job too big or small for the Director of Operations; you are the

glue that keeps everyone moving efficiently and sometimes you'll need to roll up your sleeves to get a job done.

- Constantly improve the customer experience by managing internal teams to execute changes, and by coordinating with external partners
- Work with the Executive Director and Director of Marketing and Community Outreach to create and manage the annual workplan, ensuring our vision and core values are integrated into everything we do.
- Oversee all equipment functionality, safety, and cleanliness; identify and resolve issues as they arise
- Maintain service levels in accordance with internal policy and external operating agreements
- Consistently lead and manage meetings, presentations, etc for internal and external stakeholders
- Process and analyze data regularly to identify trends, issues, and opportunities
- Troubleshoot hardware and software malfunctions and report clearly with technical support
- Develop and lead sustainability practices
- Own the department budget by influencing annual budgeting, documenting and reporting expenses, and other financial demands as needed
- Train staff on new operational procedures, software, and human resource practices
- Work creatively to complete projects in a timely and cost effective manner, with limited resources
- Manage electronic devices, IT, cybersecurity and PCI compliance
- Oversee facility needs

Network Expansion

As the lead planner at the organization, this role is responsible for right of way design for individual bike sharing stations, which is part of the larger network. The Director will reinforce organizational goals with equitable station locations, use data to inform decisions on access, and predict demand. System growth is a primary responsibility of this role.

- Use GIS and other quantitative tools to map and display future expansion
- Manage staff to plan a geographically equitable system
- Regularly attend community meetings to present on POGO network expansion and other topics
- Using frequent industry benchmarking, and global networks of operations professionals, influence our internal strategic planning on issues of hardware, expansion, integrations, and innovation
- Consistently meet with local government to jointly plan bike sharing locations
- Lead the design and approval of right of way permits
- Oversee station relocations and closures for construction, etc

Human Resources

The Director of Operations influences human resource development and training, and works closely with a third party contractor to maintain clarity and swiftness in all aspects of the human resource process.

- Develop and enforce internal policies for a staff of 25+
- Lead hiring for operations and collaborate on retention strategies across the organization
- Execute onboarding process for all new operations hires
- Perform usual human resource functions such as processing payroll, brokering health insurance, and administering all policies.
- Conduct regular performance evaluation of operations managers
- Complete performance improvement plans and terminate employees, as needed
- Reinforce DEIB goals through everyday practices on all operations teams
- Review annual Employee Engagement Survey with leadership and take action to improve processes based on results
- Identify new opportunities for staff training and development

SKILLS & ATTRIBUTES:

- 5+ years as a proven leader
- Adaptable
- Experience running internal DEI initiatives
- Knowledge of employee legal rights and basic employment law principles
- Organization financial management skills
- Strong customer service ethic and willingness to go above and beyond to assist staff, members, and stakeholder groups
- Strong time management skills with the ability to direct multiple projects and meet competing deadlines
- Capacity to integrate program and policy considerations while fostering collaboration through inclusive and belonging-focused practices
- Ability to collaborate and work efficiently with multiple stakeholders and teams
- Strong work ethic, self-directed, and able to work independently to accomplish assigned tasks and meet critical deadlines
- Proficiency in clear and concise writing, with the skill to distill complex public policy language into accessible terms for non-experts
- Willingness to travel for meetings, conferences, training, and site visits.
- A love of bicycles and people!
- Commitment to organizational efforts to foster respect, dignity, fairness, caring, equality, and self-esteem for all individuals

Physical Requirements

- Frequently bend, stoop, and twist throughout the day
- Requires the ability to regularly lift objects up to 80+ lbs
- Requires the ability to work while standing for prolonged periods of time.

- Ability to maintain regular, punctual attendance in accordance with company and department policy.

Desired Qualifications

- Experience with GIS and database management
- Familiarity with Google Suite and Android products
- Proficiency in Excel
- Familiarity with project management tools
- Experience with accounting software, like Quickbooks
- Experience with managing employee benefit plans

COMPENSATION & BENEFITS:

- Annual salary starting at \$65-85k, depending on experience managing a team
- 401k with up to 3% employer match after 1000 hours of employment
- Accrue 10 hours of Paid Time Off per month (3 weeks of paid time off per year)
- Employees will start each calendar year with 8 floating holidays (64 hours for full time staff) to use whenever they would like. If you start mid year, we will prorate the holidays to coincide with remaining holidays based on your start date
- We observe 5 holidays per year when we close operations. Full time staff are paid 8 hours for each of these holidays
- 6 weeks of paid parental leave
- Health, Dental, and Vision insurance is available. 85% of premium costs for yourself and dependents is covered by the organization
- Free, unlimited bike share membership
- Dog-friendly office
- Frequent staff building events
- Quarterly staff outing
- Wholesale bicycle parts purchasing available
- Paid professional development opportunities
- Paid Breaks
- Discounted Ascend Gym Membership for up to 2 people
- Free life insurance, coverage of \$80,000
- Opportunity to earn Paid Time Off for riding bikes
- Bi-Annual performance reviews

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

Our organization is happy to provide accommodations for persons with disabilities or other needs. Please let us know if you would like any accommodations during the hiring process.