



Operated by Bike Share Pittsburgh 
POGOH.com

Bike Share Pittsburgh seeks several **Part-time Field Team Members** 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 Bakery Square in Larimer on Hamilton Ave. 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, 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

- Working in an outdoor, urban environment
- Redistribute bikes from station to station in a fast paced environment
- Drive a large cargo van and navigate traffic conditions efficiently
- 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
- Availability to work between the hours of 3pm and 10pm, and at least one day of weekend availability required. This role is primarily evening and weekend support, with rare opportunities to work daylight hours during the week.
- General understanding of computers, smartphones, and technology
- 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 major traffic violations within the last 5 years
- Great communication and organizational skills



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- 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
- Regularly lift objects up to 50+ lbs
- Work while standing for prolonged periods of time
- Ability to ride a bicycle
- Enthusiasm for working outdoors in various weather conditions
- Comfortable driving, stopping/parking, and working in busy outdoor urban environments
- Ability to maintain regular, punctual attendance

Compensation and Benefits

- Starting at **\$18 per hour**
- 401k with up to 3% employer match after 1000 hours of employment
- Accrue one week of Paid Time Off per year
- Employees will accrue 8 floating holidays (32 hours for part time staff) to use whenever they would like throughout the year. 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. Part time staff are paid 4 hours for each of these holidays
- 3 weeks of paid parental leave
- 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



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- 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.