



Operated by Bike Share Pittsburgh
POGOH.com

6592 Hamilton Ave
Pittsburgh, PA 15206
412-621-0464
info@pghbikeshare.org

Bike Valet, Part-Time / Seasonal

Position Available: 1 Part-Time, Seasonal, Hourly, Non Exempt

Location: Pittsburgh, PA

Reports to: Field Team Manager

Deadline: Open until filled

Compensation: starting at \$18 / hour

About Bike Share Pittsburgh

Bike Share Pittsburgh is a nonprofit organization that operates Pittsburgh's station-based electric bike share program, POGO H. We provide pedal and e-assist bikes 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 on Hamilton Avenue in the Larimer neighborhood. 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.

POSITION DESCRIPTION:

Bike Share Pittsburgh seeks part-time Bike Valet to help rebalance our fleet of POGO H pedal and e-assist bikes during the morning and evening commute rush. Bike Valet staff cycle from station to station to ensure bicycles are available, safe, and functional for our customers. In the event of a full station or empty station, Bike Valet will reposition bicycles to make the station available for riders. Bike Valet will also conduct basic bike checks, station maintenance, and customer assistance. .

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

Employees at POGO H must have a positive attitude, work efficiently, and communicate well across teams. On-the-job training in bike share specific 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. Women and minorities are encouraged to apply!



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DUTIES & RESPONSIBILITIES:

- Working in an outdoor, urban environment
- Redistribute bikes from station to station via bike and trailer in a fast paced environment
- Monitor Oakland POGO H network during shift with the goal of maximizing rentals
- 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
- Promote bike share to new users
- Work independently with attention to detail and limited supervision
- Maintain stations in accordance with company policy.
- Swapping batteries, cleaning, removing debris, and more.
- Adhere to the Field Service Program and safety guidelines
- Foster a positive, welcoming, and inclusive work environment

SKILLS & ATTRIBUTES

- Must know how to ride a bike, and feel confident biking on all streets in Oakland
- Must be willing to work during the AM and/or PM commute times in Oakland, Monday through Friday., and at least one day of weekend availability required.
- 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.
- Great communication and organizational skills
- Commitment to organizational efforts to foster respect, dignity, fairness, and equality 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!



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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

BENEFITS:

- 5 holidays observed per year, part time staff are paid 4 hours for each of these days
- Free, unlimited POGO H bike share membership
- Dog-friendly office
- Professional development opportunities
- Wholesale bicycle parts purchasing available
- Discounted Ascend Gym Membership
- Opportunity to earn additional Paid Time Off for riding bikes and volunteer work

Fill out the [Google Form](#) to apply.

Questions? Email 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.