



Bike Rebalancer

Reports to Director of Operations

Job Purpose

Pittsburgh Bike Share seeks a **Bike Rebalancer** to support **Healthy Ride** customers in the field by providing in person customer service and redistributing our fleet of 700 bikes across 100 stations (and counting!). Pittsburgh Bike Share is a nonprofit that operates Healthy Ride, Pittsburgh's station-based bike share program. Our mission is to expand access to public transit through easy-to-use, affordable active transportation opportunities.

A Bike Rebalancer fulfills this mission by fostering positive customer experiences, escalating customer comments or concerns to appropriate staff, and ensuring bike availability at all of our stations. They are passionate, efficient, and detail oriented. **A Bike Rebalancer must be able to drive a large cargo van and pedal a large cargo e-trike throughout the City of Pittsburgh in all weather conditions for up to 10 hours a day.** In addition, a qualified Bike Rebalancer is expected to work independently, use a mobile device to track and record information, and guarantee stations are safe and clean. They inspire customer confidence in the Healthy Ride system through direct interactions with system users while maintaining desirable levels of bike availability and station functionality.

Duties & Responsibilities

- Provide positive customer interactions in the field and assist with registration, renting or returning of bikes
- Redistribute bikes from station to station via cargo van or e-trike with trailer
- Inspect stations and bikes for cleanliness, safety, and operability
- Conduct minor repairs or diagnose repairs accurately for bike mechanics
- Work closely with Customer Service and Mechanics to ensure bikes are available and properly functioning
- This position may require frequent or prolonged standing, sitting, driving, bicycling, bending, stooping, and lifting up to 50 pounds.
- Ability to work independently with limited supervision



- Adhere to the Field Service Program and safety guidelines to meet the needs of special events, winter maintenance, and expansion.
- Foster a positive, welcoming, and inclusive work environment

Qualifications

Required:

- Safety Toe Shoes
- Basic computer and app knowledge
- Adaptability - Adapts to changes in the work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events.
- A clean driving record and a PA Driver's License
- Great communication and organizational skills
- Commitment to organizational efforts to foster respect, dignity, fairness, caring, equality, and self-esteem for all individuals
- A love of bicycles!

Preferred:

- Strong technical, analytical, and mechanical skills

Employment Details

- Position type: Part-Time or Full-Time, non-exempt
- Location: Pittsburgh, PA
- Compensation: \$13 per hour
- Benefits: Paid time off, unlimited free use of bike share system

To Apply

To be considered for this position, please send your **resume with cover letter** to jobs@pghbikeshare.org and include "Bike Rebalancer" in the subject line.