

Bike Share Pittsburgh is seeking a **part-time dispatcher** to efficiently route teams across our station network, ensuring bike availability, functionality, and cleanliness at each station location. Dispatchers also provide additional support by aiding with office tasks or visiting station locations for repairs. This position is expected to work approximately 24-32 hours per week and includes nights and weekends.

Bike Share Pittsburgh is a nonprofit that operates Pittsburgh's station-based bike share program. Our organization is driven by our mission to provide Pittsburgh with a joyful, sustainable, and affordable mobility service for all residents and visitors.

As a small organization with a big mission, Bike Share Pittsburgh has a strong internal culture that emphasizes teamwork, inclusion, innovation, creativity, hard work, and fun. Bike Share Pittsburgh employees provide safe, reliable and memorable customer experiences, and create mutually-rewarding relationships with our riders, partners, and communities.



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

### **Job Responsibilities**

- Working in person, bike rebalancers will use software, customer feedback, and mapping tools to direct field operations.
- Monitor network map continuously, paying close attention to the number of available bikes at each location and trends in ridership
- Communicate effectively across teams to ensure information is relayed to bike rebalancers, customer support, and supervisors
- Occasionally diagnose software errors or connectivity problems at stations – and possibly perform station repairs
- Open and close field work orders in an accurate, timely manner
- Monitor system usage and escalate issues to management when needed
- As needed, represent Bike Share Pittsburgh at events or assist customers at a station (Open Streets, station popups, etc.)
- Adhere to all Bike Share Pittsburgh protocols and procedures
- Other tasks and duties as assigned

## **Qualifications**

- Ability to work in a shared open office space
- Good geographical knowledge of Pittsburgh
- Ability to work evenings and weekends
- Ability to communicate effectively with people of all ages, abilities, cultural groups, economic status, or sexual orientation
- Ability to write and speak in a professional, friendly and accurate manner
- Ability to multitask, prioritize duties, and escalate issues as needed
- Commitment to organizational efforts to foster respect, dignity, fairness, caring, equality, and self-esteem for all individuals
- Proven experience with computer-based systems - on the job training will be provided for our software
- Ability to work independently
- Ability to stay calm and collected in challenging situations
- Interest in biking

## **Compensation and Benefits**

- Starting at \$16.00/hr
- Accrue 5 hours of PTO per month for part time staff
- 11 company holidays per year, half day pay for part time staff
- Free, unlimited bike share membership
- Dog-friendly office
- Quarterly staff outing
- Wholesale bicycle parts
- Professional development opportunities
- Flexible scheduling
- Paid Breaks