



## Operations Director Position

Join the team that seeks to revolutionize the way Austinites navigate downtown. Starting in December 2013, Austin B-Cycle will provide a 24-hour, 7-days/week service of bikes on demand for members at kiosks located throughout the downtown Austin area.

Austin B-Cycle is hiring creative, forward thinking professionals to launch and grow Austin's first public bike sharing service. The Operations Director will be responsible for overseeing bike and station maintenance and repair, station monitoring and balancing, and manage a staff of hourly and part-time employees that run the physical operation of the program. This position will work with the Executive Director, City staff, systems vendor, and key stakeholders to plan for and implement new station locations and determine operational needs for growth. The Operations Director will be in charge of hiring other fleet maintenance and balancing staff and will manage the fleet shop. The position is full time salaried with benefits.

### REQUIRED SKILLS:

- Associates Degree
- At least 5 years experience bicycle industry or in fleet services/management industry
- At least 2 years supervisory experience
- At least 1 year experience in customer service or sales
- Knowledge of bicycle mechanics including servicing internal hubs, roller brakes, dynamo powered lighting systems, flat tire fixes, and wheel truing
- Self-motivated and committed to excellence with proven success in completing multiple and complex assignments under hard deadlines
- Experience developing maintenance and repair systems for multi-staff shop
- Willingness to do tasks of fleet maintenance and balancing staff as needed
- Commitment to alternative transportation
- Energetic and dynamic outlook
- Attention to detail
- Willingness to learn new systems
- Strong commitment to great customer service and willingness to interact with service members on the street or in the office on a daily basis with courtesy and professionalism
- Creative outlook to solve unexpected problems
- Ability to ride a bicycle
- Willingness to learn skill sets of other positions to fill gaps in need during first year start up period

### PREFERRED SKILLS



- Bachelor's Degree
- Experience in operational management of bike share system, preferably B-Cycle system
- Previous use of fleet management software or systems
- Bilingual fluency in Spanish
- 3 years experience in customer service or sales
- 5 years supervisory experience

We are committed to diversity among our staff, and recognize that success requires the highest commitment to obtaining and retaining a diverse staff that provides the best quality services. We are an equal opportunity employer and it is our policy to recruit, hire, train, promote and administer any and all personnel without regard to sex, race, age, color, creed, national origin, religion, economic status, sexual orientation, gender identity or expression, ethnic identity or physical disability, or any other legally protected basis.

Applicants should have clean criminal record and must be willing to start on the week of November 11, 2013. Qualified candidates should submit cover letter and resume to Elliott McFadden at [elliott@bikeshareofaustin.com](mailto:elliott@bikeshareofaustin.com). No phone calls please.