



**Director of Operations
San Francisco, CA**

About JUMP

[JUMP](#) (a Social Bicycles project) is building the future of urban mobility: shared electric bikes that are the quickest, most enjoyable, and most empowering way to get around a city. Cheaper than most public transit and faster than cars in traffic, JUMP e-bikes are game-changers for local transportation. JUMP currently has systems in the San Francisco Bay Area and Washington DC, and we have plans to expand to at least five major US cities in the next year. Our goal is to transform cities, making them more sustainable, equitable, and livable through electric mobility.

To make this vision a reality, we need to grow our team. We place tremendous value on our company's roots and culture: a mix of ingenuity, controlled chaos, hard work, and sense of purpose. This is a great opportunity to join a rapidly growing team shaping the future of transportation.

About the Role

We're looking for an experienced Director of Operations who knows how to build a successful team and own the details of a multi-faceted operation. The person will play a critical role in JUMP's San Francisco launch by building an ops team from the ground up, defining and perfect internal practices and policies, and managing the daily operations of a transportation service that uses hundred of vehicles to engages thousands of customers daily. San Francisco's Director of Operations will utilize exceptional interpersonal and communication skills to lead a growing team, demonstrate exceptional problem solving and task management to direct a complex operation, and exercise extreme attention to detail while document processes and collecting data. This person will report directly to the San Francisco General Manager.

Responsibilities

- Oversee daily bike share operations by allocating limited resources to effectively distribute bikes, respond to reports of theft and damage, meet and exceed key performance metrics, and continually improve the service offered to customers
- Lead the hiring process for operations team members by helping to defining hiring needs, interviewing candidates, and on-boarding new employees
- Manage the daily scheduling of the Operations Team and communicate this schedule clearly and effectively to team members
- Help establish a culture of hard work, accountability, and integrity among Field Technicians and Mechanics by implementing internal practices and role modeling these traits
- Utilize performance data and field reports to optimize and refine operational processes
- Communicate and enforce safety requirements and best practices for team members conducting field and warehouse operations
- Track and maintain inventory of assets in the field and warehouse

Experience and Skills

- 6 + years of operations background, including proven leadership experience of an operations team
- Proficient in Excel
- Excellent written and verbal communication skills
- Experience analyzing and interpreting data to create and optimize processes
- Ability to create order and process for others in a rapidly-changing environment
- Strong interpersonal skills - Able to build and manage strong relationships with teammates and supervisors
- Valid Driver's license and acceptable motor vehicle record
- Ability to take initiative in a constantly-changing work environment
- Some experience in bicycle or auto mechanics strongly preferred

Job Type: Full-time

Compensation: Commensurate with experience

Please submit resumes to jobs@jumpmobility.com.

Equal Opportunity Employer

It is the policy of Social Bicycles (SoBi) to provide employment opportunities without regard to race, color, religion, creed, ethnicity, national origin, alienage, citizenship status, age, marital status, partnership status, disability, sexual orientation, gender (sex), military status, prior record of arrest or conviction (except as permitted by law), predisposing genetic characteristics, or status as a victim of domestic violence, sexual offenses and stalking, and to maintain an environment free of harassment on any of the above-noted grounds, including sexual harassment or retaliation. SoBi strongly encourages diverse candidates to apply.