

**Social Bicycles**  
**Operations Manager**  
**Long Beach, NY Bike Share Program**

**About Social Bicycles**

Social Bicycles builds the next generation of urban mobility: bicycle sharing programs that are smarter, lower cost, and faster to deploy than traditional systems. Instead of using 'smart racks', Social Bicycles builds 'smart bicycles' with onboard GPS and GSM connectivity, integrated electromechanical locking mechanisms, and dedicated solar and dynamo power sources. We design every aspect of the system in-house: the industrial design of the bicycle, the electrical engineering of the bicycle's hardware technology package, and the software engineering of our web and mobile apps. Social Bicycles is expanding rapidly, with twenty programs and counting across the United States, Canada, Australia, and Europe.

We are a growing team of urban planning aficionados, engineering wizards, transportation wonks, and cycling devotees. We place tremendous value on our Company's culture: a precisely refined mix of ingenuity, controlled chaos, hard work, and sense of purpose. All candidates should have the experience, competence, and enthusiasm to dive in headfirst and rapidly solve complex, exciting, and interconnected problems. We feel we offer a unique opportunity to join a small team and make a big difference.

**About The Job**

Social Bicycles is seeking a highly motivated and independent Operations Manager to operate our bike share program in Long Beach, NY.

Social Bicycles seeks a professional who is passionate about urban mobility and the potential impact of bike share on the local community. The Operations Manager plays a critical role in managing staff, responding to customer needs, and maintaining equipment and rebalancing of the bicycle fleet. This ground level role calls for a combination of analytical thinking & interpersonal ability to manage the fleet, interact with the public, and work with the corporate campus client.

Core program functions include: day-to-day operations managing bicycles and performing maintenance on system equipment, managing fleet staff, organizing facilities, testing equipment, optimizing field operations, carrying out company initiatives from the NYC-based Social Bicycles office, and collaborating with the team to ensure a positive work environment. The role will include interaction with program staff, community activities, customer facing support and education, as well as developing and sustaining social media marketing campaigns.

**Responsibilities**

- Assist in all aspects of the program pre-launch activities, including:
  - Facilities setup
  - Installation and deployment of bicycles, stations, visual branding assets
  - Participation in marketing decisions, customer service decisions and protocols
  - Assist in site planning effort for locations
  - Assist in managing the relationship with the corporate client and local community
  
- Assist in all aspects of program ongoing activities, including:

- Receive, track and manage inventory
  - Anticipate customer demand for bicycles and redistribute bicycles where needed
  - Interact with members in person, on the phone, by email, and social media
  - Perform daily routine bicycle maintenance, cleaning, and repairs
- Use Social Bicycles mobile and web technology to assist in all facets of operations
- Drive a van, truck, or e-bike with trailer to redistribute bikes as required, based on real-time data
- Provide customer support to members and potential users
- Ensure overall success and future growth of the program

### **Qualifications**

- 2+ years experience in professional bicycle repair
- Demonstrated experience in a warehouse/workshop environment
- Can lift up to 60 lbs; stoop, bend, and stand for long periods
- Valid driver's license is required with clean driving record
- Comfortable driving van or truck with redistribution trailer
- Comfortable with riding e-bike with redistribution trailer (3-4 bikes)
- Ability to work irregular hours and weekends from time to time
- Good written and oral communication skills
- Workhard, "can do" attitude, strong independent workethic
- Proactive problem solving drive
- Ability to manage priorities and focus on critical tasks
- Comfortable with "on call" responses to user issues
- Local primary residence is a plus

