



**Operations Manager – Tower Bridge Bike Share Preview
Sacramento and West Sacramento, CA
Job Description**

About Social Bicycles

Social Bicycles (SoBi) builds the next generation of urban mobility: bicycle sharing systems that are smarter, cheaper, and faster to deploy than traditional bicycle sharing programs. Instead of dock-dependent systems, SoBi makes smartbikes with on-board GPS, wireless connectivity, and an integrated electro-mechanical lock. Our team of mechanical engineers, electrical engineers, industrial designers, and software engineers produce every aspect of our industry-leading bike share platform in-house. SoBi is expanding rapidly, with over 35 programs and counting across the United States, Canada, Europe, and Australia.

SoBi seeks a highly motivated Operations Manager to manage the day to day operations of the Tower Bridge Bike Share Preview system in Sacramento and West Sacramento, CA! SoBi seeks a professional who is passionate about urban mobility and the potential impact of bike share on community livability. The Operations Manager will play a critical role in interacting with city officials and local stakeholders, recruiting staff to grow the local team, maintaining bicycles and other equipment, resolving customer issues, managing the facility, and rebalancing the bicycle fleet. The manager's decisions will impact customer satisfaction in real time.

SoBi is a rapidly growing team of urban planners, engineers, designers, and cycling devotees. We place tremendous value on our Company's roots and culture: a mix of ingenuity, hard work, sense of purpose, and dedication to a vision. All candidates should have the experience, competence, and enthusiasm to dive in headfirst and rapidly solve complex and exciting problems. This job opportunity offers a unique chance to join a growing team and make a big impact.

About The Job

As the Operations Manager, you will oversee all aspects of day to day operations. Working closely with the SoBi Launch Director, you will assist with staff recruitment, property and vehicle acquisition, equipment deployment, and liaising with the community. The Operations Manager will learn all aspects of the SoBi smartbike and equipment, as well as the backend software platform. The Operations Manager will oversee all aspects of day to day operations, including maintenance of bicycles, managing of staff, and addressing customer inquiries. Ideal candidates will have experience managing multifaced operations within a diverse setting.

Training on technical and unique aspects of Bike Share bikes and software platform will be provided.

Job Duties

- Accomplish operational functions including bike and station deployment, maintenance, repair, cleaning, and regular redistribution of bicycles
- Inspect and evaluate bicycles and bike share stations for safety, function, and cleanliness



- Hire, train, schedule, and manage a diverse workforce to necessarily and continually accomplish core program functions
- Anticipate customer demand and place bicycles where needed (rebalancing management)
- Participate in marketing decisions, customer service decisions, and strategic company decisions
- Metrics analysis, data reporting, and continual product/process improvement
- Customer service support and creation of customer service protocols
- Oversee assembly of all bike share equipment
- Oversee installation and deployment of physical assets
- Identify staff and evaluate performance metrics
- Receive, track and manage inventory
- Facilities management
- Ensure overall success and future growth of the program

Experience and Skills

- 2 to 5+ years of operations/analytical or related experience
- 1+ years' experience in bicycle repair
- Mechanical and technical aptitude
- Good written and oral communication skills
- Ability to be both self-directed and to work well in a collaborative team environment
- Comfortable with fast-paced response times for repairs and driving, and active warehouse/shop environment
- Can lift up to 60 lbs; stoop, bend, and stand for long periods
- Willingness and ability to work off-hours and/or weekends (within an overall flexible schedule)
- Experience with hand, air, and power tools
- Comfort with web and mobile applications
- Previous bicycle, mechanical, and/or logistics experience required
- Excitement and interest in bike sharing a must, interest in sustainability and environment a plus
- Interpersonal skills -- maintain confidentiality; remain open to others' ideas; demonstrate patience and willingness to try new things
- Data driven decision making mentality through strong analytical thinking
- Work-hard, "can-do" attitude
- Ability to identify priorities and focus on critical tasks
- Demonstrated leadership experience and history of hiring and developing key employees
- Strong analytical, organizational, communication and problem solving skills
- Experience in logistics or transportation industries a plus

Equal Opportunity Employer

It is the policy of SoBi to provide employment opportunities without regard to race, color, religion, creed, ethnicity, national origin, ancestry, alienage, citizenship status, age, marital status, partnership status, disability, medical condition, sexual orientation, gender, 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 maintains a drug-free workplace.

SoBi strongly encourages diverse candidates to apply.

Drop us a note at jobs@socialbicycles.com if you are interested.