



Job Description: Bike Balancing Crew

Bike Share is in Vancouver and here to stay!

We are looking for bike mechanics who are excited about bike share and keen to join our great team. With over 100+ stations and 1,100+ bikes and more being added by our team, we need strong team players to help us keep things running smooth.

About the Position:

The **Balancing Crew** is responsible for checking bikes in the field, carrying out field repairs, and re-balancing bikes between the stations. Balancing crew members are expected to be detail oriented and excited to learn about bike share and new technologies. As a balancing crew member, you will be working outside most of the time and frequently engaging with customers. As such, an approachable and affable demeanor is expected from the balancing crew at all times. Each team member can expect to work on a variety of tasks related to the overall program health and long-term goals.

About The Industry:

Bicycle sharing is a healthy and sustainable form of public transportation in which bicycles are available through a shared use system for short-term rides. Proven to be incredibly successful in over 800 cities around the globe, bike share provides a fun and healthy way to commute to work, get around the city and explore the sites. Similar to car share, bike share is seeing tremendous growth and strong demand and usage by consumers.

About The Company:

Vancouver Bike Share is part of the CycleHop family, the largest 'Smart Bike' bike share operator in North America, managing municipal bike share programs in over 15 cities. As operator of Mobi by Shaw Go (Vancouver Bike Share Inc.), we're looking for excellent candidates to help grow our team local team here in Vancouver.

Responsibilities include the following:

- Bicycle and station assembly and install
- Bicycle, station and equipment cleaning
- Customer service and public outreach
- Bicycle maintenance and repairs
- Balancing stations: loading and unloading bicycles from vehicle and stations
- Accurate maintenance record keeping
- Use of program hardware and software
- Follow company protocols and
- Additional duties as assigned by Manager/Supervisor

General Qualifications for both the Crew and Technician roles:

- Willingness to work both indoors and outdoors in all types of weather
- Valid Drivers License in good standing



- Excellent customer service and public engagement skills
- Strong interest in cycling and public transportation
- Strong computer and software knowledge
- Ability to load, and move bicycles and equipment (~50 pounds)
- Minor bicycle repair skills and mechanical abilities

If you would like to be considered as an applicant, please respond to this job posting by providing your resume and a short cover letter describing your interest in cycling, bike share, and what you can bring to the team. Both the cover letter and resume should be submitted in .pdf format to jobs@mobibikes.ca.

Diversity and Equal Opportunity Employment: Vancouver Bike Share Inc. is an equal opportunity employer committed to diversity and inclusion. We are pleased to consider all qualified applicants for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, or disability.

Location: Warehouse in Vancouver and on the streets of Vancouver

Compensation: Based on previous experience