



### **Job Description: Bike Balancing Crew**

Mobi by ShawGo bike share's success has required that we expand our amazing team!

We are looking for multiple new crew members to join our team, people who are excited to learn more about bike share and the cycling community here in Vancouver. Our system is expanding to 200 stations and 2000 bikes, and 1500 public bikes at 150 stations we need strong team players to help us get it done. Join the team behind the scenes keeping the bikes functioning and easily accessible to our members and the public.

#### **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. Support Crew carry out a variety of tasks, some of which include station and helmet cleaning, station removals and installations, and station troubleshooting and repair. Balancing Crew members and Support Crew are expected to be detail oriented and excited to learn about bike share and new technologies. Support Crew shifts and Balancing Crew shifts are staffed by the same crew members, depending on operational requirements. In both roles, you will be working outside most of the time and frequently engaging with customers. As such, an approachable and friendly personality 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.

We are seeking full and part-time applicants for the following start dates:

- Immediate
- May 1
- June 1

Additionally, short term and casual contracts may be available for qualified applicants,

Hours: 16-40 hours per week based on availability and employee performance. We are open 7 days a week, and with this being the case, evening and weekend work should be expected.

*Benefits* : Eligibility after specific time commitment.

#### **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 the Vancouver Bike Share program, we're looking for excellent candidates to help grow our team.

**Responsibilities include the following:**

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

**General Qualifications for both the Crew and Support roles:**

- Willingness to work both indoors and outdoors in all types of weather
- Valid Driver's License in good standing
- Ability to load, and move bicycles and equipment up to 60 lbs (27kg)
- *Asset:* Strong interest in cycling and public transportation
- *Asset:* Strong computer and software knowledge
- *Asset:* Minor bicycle repair skills and mechanical abilities
- *Asset:* Weekend and evening shift availability

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](mailto: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:** East Vancouver headquarters and the Mobi service area throughout the City of Vancouver.

**Job Types:** Full-time, Part-time, Temporary, Contract, Casual

**Compensation:** Based on previous experience