

Bike Share Fleet Balancer

Title: Bike Share Fleet Balancer

Compensation: \$22.27/hr + 4% in lieu of vacation

Employment Type: Full-Time (37.5 hrs per week), Permanent Position

Hours: Shifts are 6:30am-2:30pm or 2:30pm-10:30pm. Weekend availability is required.

Vancouver Bike Share (VBS) operates Mobi by Rogers and HOPR UBC. We are dedicated to ensuring the highest quality of shared micromobility service for this important transportation option. Since launching in 2016, we've facilitated millions of trips for more than 350,000 different people. Our team shares a passion for cycling and all of the benefits that come with it - especially when shared!

Bike Share Fleet Balancers are the reason there is always a bike or ebike to ride and a place for a rider to dock the bike. Fleet Balancers work in all weather conditions to transport bikes, maintain stations, and monitor supporting technology. To get a better picture of the role, check out our Balancer [video](#).

Responsibilities:

- Driving an extended cargo van, truck, or electric cargo trike throughout the Mobi service area (Vancouver and UBC) including navigation and parking
- Balancing stations: loading and unloading bicycles from vehicles and stations
- Identifying and collecting bicycles in need of repair or maintenance
- Station equipment assembly, installation, removal, and cleaning
- Interacting positively and helpfully towards customers and members of the public
- Keeping accurate records of operations and tasks performed
- Following company protocols and procedures
- Additional duties as assigned by supervisor

Qualifications and Competencies:

- An ability to load, lift, and roll bicycles and equipment (~50 pounds)
- Excellent driving skills and a valid Class 5 BC or Class 7 ("N") Drivers License in good standing
- Good communication skills in-person and through online communication tools
- Confidence and aptitude using online tools and apps
- A willingness to perform a variety of outdoor work tasks (from moving bikes to cleaning stations) in all weather conditions
- An organized, collaborative, and detail-oriented mindset
- Comfortable using tools (screwdrivers, drills, etc.) and working on a ladder

Benefits:

- Competitive wages - we are a certified Living Wage Employer!
- Extended health and dental benefits after waiting period (100% of premiums covered by VBS)
- Flexible HSA/LWSA spending account after waiting period
- Free use of Mobi by Rogers classic bikes and ebikes
- Free bike tune-ups & repairs by our mechanics
- Discounts on industry gear and services
- Friends & family discounted Mobi membership pricing
- Work with others who are passionate about bikes and the sharing economy
- A workplace culture that values: passion, respect, flexibility, inclusivity, sustainability, and fun!

***Interested or know someone who is? Apply by sending a resume and cover letter to:
jobs@mobibikes.ca***