

## Bike Balancing Crew, Operations

*We are currently seeking **seasonal fixed-term (full-time and part-time) candidates to work from now until October** (with option to extend). Want to work full-time from now until Labour Day and switch to part-time / casual for winter? - we can accommodate that!*

Mobi by Shaw Go (operated by Vancouver Bike Share Inc.) is the official bike share program of the City of Vancouver and is part of the City's vision of promoting cycling as a part of daily life. We provide a fleet of almost 2000 bikes and 200 stations as part of our service and share the City's desire to provide sustainable, and convenient transportation options to our members and Vancouver visitors alike.

As an organization we aim to be passionate, respectful, flexible, sustainable, and have fun in everything we do. These are our core values.

By peak season (May-Oct), we need to expand our Operations team. Excited to learn more about bike share and the cycling community here in Vancouver? Mechanically inclined and wanting to learn more about bike maintenance? 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. They also carry out a variety of support tasks including including station and helmet cleaning, station removals and installations, and station troubleshooting and repair. HQ bike mechanic training opportunities and shifts are part of this position. Our crew members are expected to be detail oriented and excited to learn about bike share and new technologies. You will be working partially outside and often 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.

### **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



We are open 7 days a week, and with this being the case, evening and weekend work should be expected. Flexible work arrangements may be possible after initial training.

**To apply:** email [jobs@mobibikes.ca](mailto:jobs@mobibikes.ca) with both a resume and cover letter describing your interest in the role, cycling, bike share, and/or what you can bring to the team. We hope to hear from you soon!

**Start Date:** ASAP (July)

**Compensation:** \$17/hr

**Location:** East Vancouver headquarters and the Mobi service area throughout the City of Vancouver.

**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.*