



Bike Share System Balancers

Full-Time/Part-Time/Seasonal

ABOUT THE ORGANIZATION:

Located in Dayton, Ohio, Bike Miami Valley (BMV) advocates, promotes, and creates opportunities for all forms of bicycling in the Miami Valley. One of BMV's core programs is Link: Dayton Bike Share, which serves more than 3,500 unique users annually. Link creates opportunities for people to ride whether for recreation or transportation in Greater Downtown Dayton. Link is a hub based, lock-to bike sharing system. Users can checkout and return bikes to any of the 37 hubs outlined in the system map of the Link Dayton app. BMV is seeking field staff to manage the operations of its fleet of 225 pedal bikes and 100 electric pedal assist bicycles (e-bikes). More information on the organization is available at: <http://www.bikemiamivalley.org> and <http://www.linkdayton.org>.

POSITION SUMMARY:

Balancers will be responsible for the redistribution and maintenance of bicycles and e-bicycles from a 325 bicycle fleet to bike hubs distributed throughout the city. Balancer's main job will be to balance the system of bikes and swap e-bike batteries, but will also be required to assist with bike maintenance, trip reconciliation and bike inspections. Balancers must not only have mechanical skills, but also must be competent and courteous drivers who are comfortable operating in an urban environment. They should also be customer service minded. Balancers are supervised by the Operations Manager. Training on bicycle and system technology will be provided.

ESSENTIAL FUNCTIONS:

- The ability to work alone or with other field team members under the guidance of the Operations Manager
- Based on real-time demand data, Balancers will redistribute bikes as required. Will require safely driving a large van within an urban environment
- Responsible for tracking and logging bike status, system events and updating data when relocating bikes
- Will be responsible for creating preventive maintenance repair tickets
- Run inspections to evaluate bike condition and escalate issues, as needed
- Responsible for inspecting bike parking hubs for safety, operability and cleanliness
- Troubleshoot, identify and escalate app malfunctions to ensure system operability in a timely manner.
- Assist with bike hub installation or relocation when necessary
- Assist with customer service and outreach with promotion of Link at events as needed

DAY TO DAY RESPONSIBILITIES:

- Take daily direction from Operations manager or field staff assigned to the backend to recover broken bikes from the field, swap low-ebike batteries, and/or inspect unlocked bikes
- Run bike inspections and balance the system
- Identify, report, and resolve, if possible, all app malfunctions and/or problems
- Use technology to record all maintenance/repair activity
- Answering customer service calls, identifying relevant issues, and addressing to satisfactory outcome
- Respond to emails concerning customer service and billing issues
- If assigned, resolve end trip photos
- If assigned, close out any ongoing or end attempted trips

POSITION REQUIREMENTS:

- Ability to understand technical aspects of the software and the hardware capabilities and needs of a bike share system
- Mechanical or electrical background a plus
- Bike maintenance experience a plus
- Self-motivated and ability to deal with and meet changing deadlines
- Ability to communicate clearly with other employees and customers through email and face to face communication
- Comfortable riding a bicycle in city traffic
- Ability to lift up to 50 lbs; cycle up to 10 miles per day in urban areas; work outdoors in inclement weather; stoop, bend, and stand for long periods
- Requires the ability to work various shifts as assigned, including evenings and weekends
- Valid driver's license and good driving record
- Requires experience driving a large van in city traffic and knowledge of Dayton area geography and street layout
- Requires a moderate degree of proficiency operating standard office equipment and must possess computer skills (Word, Excel etc.)
- Minimum High school diploma or equivalent

OTHER FUNCTIONS:

The above description covers the most significant duties performed but does not include other occasional work that may be assigned which would be similar, related or a logical assignment to the position.

HOW TO APPLY:

The hourly rate range is \$12.50-\$15.00/hour depending on level of experience. Interested candidates must fill out this [online form](#) and submit a resume and three personal or professional references to Laura Estandia, Bike Miami Valley Executive Director. Message link@bikemiamivalley.org with questions. If you are interested in a full-time position, there will be an opportunity to indicate this in your pre-interview questionnaire. Positions are open until filled.