



We're launching new programs and building our team & we want you to be a part of it!

Operations Manager, Bicycle Programs

Title: Operations Manager, Bicycle Programs
Status: Full time, Exempt
Reports to: Executive Director
Location: Redding, California
Work in our community/Live in our area
Salary: \$50,000 - \$60,000 Great benefits
Position Open: Review of applications June 17. Open until filled.

Join Our Team

Clean transportation and active living excellence builds better cities for everyone by bringing lower cost of living, connected communities, healthy lifestyles, and more joy.

We believe when we build high-quality facilities and give a lot more people the resources, skills, and confidence they need to get around safely and conveniently walking and biking – more people discover the ease and joy of active living, and our community becomes healthier, happier, and more prosperous.

Today, we are realizing a ten-year vision to provide 21st Century amenities to empower and encourage cycling excellence and trail tourism to raise Redding and Shasta County into the ranks of top places for active, healthy living. We are working with local and state partners to do this for the additional urgent need to achieve City of Redding, Shasta County, and State of California goals of greenhouse gas reductions in transportation.

Shasta Living Streets

Shasta Living Streets is a local community-based organization, 501c3 nonprofit. The organization was founded in 2010.

This summer we will launch the Shasta Bike Depot. We are creating a social and practical mobility hub for local riders and trail enthusiasts, in addition to people visiting from out of town. Next winter we will launch Downtown E-Bikeshare to create clean mobility options for residents to access jobs, recreation, errands, and more. Over the coming year, the Operations Manager will serve on the leadership team to successfully launch a set of coordinated amenities and services for active living and clean mobility that include:

- Downtown Redding E-Bikeshare
- Long-term bike parking garage, e-bike charging station
- Educational e-bike tours, visitors services
- Encouragement events for safety and access
- Information exchange, social hub



Operations Manager

Shasta Living Streets is looking for a detail oriented, well organized, strong communicator, with the ability to multi-task while also bringing some humor and joy to our work to be the Operations Manager. Shasta Living Streets is a growing, dynamic organization, the successful candidate will be expected to wear many hats, work independently, and play an active role in the organization's development.

The Operational Manager reports to the Executive Director and works closely with the Public Engagement Manager to develop and lead programs. This is a key leadership position contributing to the development, growth, and success of Shasta Living Streets programs including Downtown E-Bikeshare and the Shasta Bike Depot.

The Operations Manager will identify and lead operational processes to best serve people and businesses in our community with a focus on equity, diversity, and inclusion, while also helping to align internal processes to create a work-life balance within the organization to promote the success and wellness of all staff.

The Operations Manager will be responsible for overseeing the day-to-day operational activities while also ensuring high safety and performance standards are met or exceeded. Responsibilities include, but are not limited to, managing operations staff, maintaining oversight and management of bicycle fleet, identifying, and implementing process improvements, inventory management, and field work.

We're a small team, so you will have both the opportunity and the responsibility to guide our long-term growth strategy and execute it day-to-day.

Essential Job Functions

Build Operational Excellence to Meet Goals	Develop and lead continuous improvement with procedures that audit, measure, innovate, and drive improvements in operational performance for growing bikeshare use, and for participation in Shasta Bike Depot programming. Develop programs, strategy, budget, plans, and schedules with direction from the Executive Director.
Manage Relationships	Manage vendor relations including the e-bikeshare system vendor, and coordinate purchasing and tracking of equipment and supplies, in collaboration with the Executive Director. Work with local agencies to permit bikeshare stations. Be the team expert on equipment and safety including e-bikeshare app and bikes, bike station, bike tour bikes. Advise on needs and opportunities for program delivery to best meet community and customer needs.
Maintain Operating Procedures	Implement and maintain rigorous Operating Procedures and Safety Policies for staff to follow, with input from vendors and identified best practice for programs. Uphold impeccable safety standards and compliance to laws regarding fleet maintenance, repairs, and staffing. Maintain and enhance quality control procedures for all aspects of operations. Optimize use of resources including tools, supplies, facilities, and staff. Manage inventory and operations within budget constraints; record expenditures; track warranties. Keep updated training materials for operations staff.
Manage Operations Staff	Supervise, hire, train, engage, motivate, and discipline the operations team including fleet maintenance and bike tech staff. Develop and lead innovative programs to train, evaluate & coach staff. Manage operations staff schedule and time sheets within budget constraints. Fill gaps in operations team capacity as needed, including knowing how to execute duties in the field.
Maintain Bicycle Fleet	Own all aspects of bike fleet management. Engage with vendors to understand best practice methods for operations and maintenance. Uphold impeccable safety standards regarding fleet maintenance, repairs, and staffing. Ensure preventative maintenance and quarterly overhaul of entire bike fleet, and van as needed. Maintain shop, garage, and office space in an orderly fashion.
Contribute to a High-Performing Team Environment	Work independently and in collaboration with the leadership team and partners on multiple ongoing projects. Successfully manage tasks through delegation and coordination between key stakeholders and colleagues by managing people and projects both 'up' and 'down'. Contribute to the development of Shasta Living Streets High Performing Team Principles to support success of all staff and organization goals.
Measure Performance, Learn & Adapt	Measure performance of operations to learn and adapt policies and procedures for continuous improvement to meet Shasta Living Streets programming goals. Participate in learning opportunities, and engage with North America Bikeshare Association partners, and vendor partners to keep up to date for best practice e-bikeshare and mobility hub operations. Develop systems to streamline procedures while maintaining high operational standards. Communicate with other staff and supervisors to affect improvements.
Other	Other responsibilities as required. We all pitch-in where needed.

Qualifications

Strong candidates will possess as many of the following qualifications as possible:

We recognize that this position encompasses several different responsibility areas. We are committed to train and support our staff to strengthen their abilities in each area and we encourage applications from people who may not have all the qualifications listed below.

- A deep commitment to the vision and mission of Shasta Living Streets.
- A passion for clean, active transportation, bikeshare, community engagement, and a desire to deepen your understanding of diversity, equity, and inclusion.
- Bachelor's degree in Business, Management, a related field, or equivalent work experience.
- 3-5 years of experience managing teams including scheduling, hiring, training, motivating, and disciplining. Proven track record of success working with teams.
- Demonstrated ability to be analytical, persuasive, and work with a dynamic leadership team and staff.
- Creative and entrepreneurial spirit, an ability to test new ideas, measure progress, and adapt.
- Previous mechanical, technical, and logistics experience is a plus.
- Demonstrated ability to manage simultaneous projects and meet deadlines while maintaining a healthy work-life balance.
- Ability to adapt to changes in the work environment, manage competing demands, and deal with frequent change, delays, or unexpected events.
- An ability to take the work seriously, without taking yourself too seriously.
- Basic knowledge of bicycle repairs.
- Highly proficient in Microsoft Office software, including using excel (pivot tables, formulas) to create reporting metrics, and the ability to learn new programs.
- Experience with inventory management and data tracking using software.
- Ability to use reports and data to maintain appropriate inventory of supplies, parts, and equipment to maximize the number of e-bikes deployed in the field.
- Experience developing and managing budgets.
- Proven ability to analyze complex data and processes.
- High level of organization and time management skills.
- Excellent written and verbal communication skills.
- Experience driving light and medium-duty trucks.
- Experience with hand and power tools.
- Ability to use a smart phone and experience using smart phone apps.
- Valid Driver's License and acceptable Motor Vehicle Record.

Work Environment and Physical Demands

- Position may at times require hours which exceed 8 hours/day and-or 40 hours/week.
- Work and ride a bicycle outdoors in various temperatures including rain, cold and heat conditions.
- Lift up to 50 pounds; stoop, bend, and stand for long periods of time.
- Operate a variety of standard office equipment that may require continuous and repetitive arm, hand, and eye movement.

Compensation

Salary range is \$50,000-\$60,000, commensurate with experience. Excellent benefits include health, dental and vision insurance, and three weeks paid vacation annually. We offer free unlimited bikeshare access.

To Apply

- Check our website at shastalivingstreets.org
- Send resume and cover letter to jobs@shastalivingstreets.org
- No phone calls or office visits, please.
- Targeting review of applications by June 17. Position open until filled.

Shasta Living Streets is an equal opportunity employer and encourages and will consider all applicants for all positions equally without regard to their race, sex, age, color, religion, national origin, veteran status, or any disability as provided in the Americans with Disabilities Act.