



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 - \$65,000 Great benefits
Position Open: Review of applications April 7. Open until filled.

Join Our Team

Shasta Living Streets is a great place to work offering a supportive environment and opportunities for learning and growth. You will work in a beautiful building in a vibrant Downtown, with best of class vendors, and partner organizations that believe in what we do. It's a place where you can bring joy to people while also delivering innovative programs that make a real difference in your city and the world.

Shasta Living Streets

Today we are building a team to realize 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 do this in partnership with State of California and City of Redding for the additional urgent need to achieve goals of greenhouse gas reductions in transportation.

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

This May we will launch the *Shasta Bike Depot* and *Redding Bikeshare*. We are creating a social and practical mobility hub for local residents and trail enthusiasts, and visitors from out of town.

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 our Operations Manager of Bicycle Programs. Shasta Living Streets is a growing, dynamic organization, the successful candidate will have an opportunity to wear many hats, work independently, and play an active role in the organization's development.

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

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, 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.



Shasta Bike Depot rendering.



Final construction underway.

Essential Job Functions

Build Operational Excellence

Develop and lead continuous improvement with procedures that audit, measure, innovate, and drive performance improvements for growing bikeshare use, and for local resident and visitor participation in Shasta Bike Depot programming. Advise on opportunities to best meet community and customer needs. Be the team expert on equipment and safety. Use vendor analytics and system software and coordinate with staff and vendors for feedback to understand needs of customers. Develop programs, strategy, budget, plans, and schedules with guidance from the Executive Director.

Engage Partner Relationships

Manage Shasta Living Streets' best-of-class vendor services that will contribute to delivering a high-quality and attractive bikeshare service to customers. Coordinate purchasing and tracking of equipment. Work with local agencies to permit bikeshare stations.

Manage Bike Tech and Fleet Tech Staff

Build, motivate and manage a team of fleet maintenance and bike technician staff. Hire, train, coach, evaluate & support staff, helping to create an inspiring and supportive place to work. Manage staff schedule within budget constraints. Fill gaps in operations team capacity as needed, including knowing how to execute duties in the field.

Optimize Bikeshare Systems, Bikes, and Stations

Manage a team and develop procedures to deliver a reliable and attractive bikeshare service for the community. Optimize use of staff time and resources including tools, supplies, facilities. Manage workshop operations, service vehicle fleet, and tool and maintenance parts inventory. Support station installation and removal process, coordinating vehicle support and staff. Including:

- Station and dock mechanical and technical performance
- Bike fleet and Bike Station power management and maintenance
- Bike station rebalancing
- Station and bike cleanliness
- Customer service & special event support

Contribute to a High-Performing Team Environment

With the leadership team, build a workplace where staff find meaningful work and a supportive environment for each person to contribute to the success of bikeshare and community programs. 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 procedures for continuous improvement to meet programming goals. Participate in learning opportunities. Engage with North America Bikeshare Association, BCycle and others for best practice 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.
- Creative and entrepreneurial spirit, an ability to test new ideas, measure progress, and adapt.
- Previous mechanical, technical, and/or 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. Or willingness to learn.
- Highly proficient in Microsoft Office software, including using excel 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.

Benefits

- Innovative, supportive, and fun workplace culture
- Health, dental and vision insurance package
- 2+ weeks vacation package
- 8 holidays
- Free bikeshare access

We Encourage You to Apply

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.

To Apply

- Check our website at shastalivingstreets.org
- Send resume and cover letter to jobs@shastalivingstreets.org
- Review of applications April 7. Position open until filled.

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