



Operations Manager

Status Full-time
 Pay \$50,000 - \$65,000 Great benefits
 Reports to Executive Director
 Location On site, Redding, California
 Position Open Until filled



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

Join Our Team

Shasta Living Streets is a great place to work offering a supportive environment and opportunities for learning and growth. Our new Shasta Bike Depot is built and we provide services every day. You will work in a beautiful building in a vibrant Downtown, with best of class vendors, supportive partner organizations, and a community that is excited about and 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

Shasta Living Streets is a local community-based organization, a California nonprofit public benefit corporation, founded in 2010. We offer programs for clean transportation and active living excellence that build better cities for everyone by bringing lower cost of living, connected communities, healthy lifestyles, and more joy.

We are building our 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 the State of California and the City of Redding for the additional urgent need to achieve goals of greenhouse gas reductions in transportation.

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. Shasta Living Streets is a growing, dynamic organization, the successful candidate will have an opportunity to wear many hats and play an active role in the organization's development.

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.

Essential Job Functions

Build Operational Excellence	Manage continuous improvement with procedures that audit, measure, innovate, and drive performance improvements. Advise on opportunities to best meet community and customer needs. Be the team expert on equipment and safety. Develop programs, strategy, budget, plans, schedules with guidance from the Executive Director.
Manage Vendor & Partner Relationships	Manage vendor purchasing, equipment tracking, and analytics using multiple software systems. Coordinate supply management, purchasing and tracking of equipment. Work with local and state agencies regarding permitting and data sharing.
Manage Bike Tech Processes and 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, knowing how to execute duties in the field.
Execute Promotions, Campaigns, Events	Plan and execute sponsorships, promotions, awareness campaigns, and sales programs to grow membership, ridership, and revenue, and increase the visibility of the Shasta Bike Depot and Redding Bikeshare to a broad range of users. Plan, develop and produce in-person events and webinars. Use systems to track and analyze usage data.
Optimize Bikeshare Systems, Bikes, and Stations	<p>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:</p> <ul style="list-style-type: none"> • 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	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 managing people and projects both <i>up</i> and <i>down</i> . 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 public engagement and marketing strategies to learn and adapt policies and procedures for continuous improvement to meet Shasta Living Streets programming goals. Participate in learning opportunities. Develop systems to streamline procedures while maintaining high operational standards.
Other	<p>Other responsibilities as required. We all pitch-in where needed.</p> <p>Job descriptions at Shasta Living Streets are a starting point for a position, develop overtime based on business needs and employee skills, and are considered fluid at all times.</p>

Qualifications

Members of the team may have different sets of skills from the list below. Strong candidates will possess as many of the following qualifications as possible:

- A deep commitment to the vision and mission of Shasta Living Streets
- A passion for clean, active transportation, biking, bikeshare, community engagement, and a desire to deepen your understanding of diversity, equity, and inclusion. Ability to ride a bike.
- Impressive attention to detail
- Previous experience working with the public and customer interaction
- Event management and project management experience
- Experience developing marketing materials
- Proficient in use of Microsoft Office and Adobe Creative Suite. Experience with Apple computers, Google workspace.
- Ability to use a computer, smartphone and various apps
- Ability to self-direct, work independently and also work with others
- Positive attitude and self-motivation are a requirement to Get Stuff Done
- Small team skills and a willingness to have fun while completing the goals are a must!
- An ability to take the work seriously, without taking yourself too seriously
- Evening and weekend availability and flexible scheduling
- Demonstrated ability to manage simultaneous projects and meet deadlines while maintaining a healthy work-life balance.

Work Environment and Physical Demands

- Position may at times require hours outside of normal office hours, including weekends.
- Job will typically be based indoors, but outdoor site visits, event attendance at times.
- 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.

We encourage you to apply

Shasta Living Streets is an equal opportunity employer. We consider all qualified applicants for all positions equally, without regard to their race, sexual orientation, gender preference, age, color, religion, national origin, veteran status, disability status or any other characteristic protected by law.

To Apply

- Check our website at shastalivingstreets.org
- Complete our application form here <https://forms.gle/PY4BGZpRa8ijUgQx7>
- Send resume and cover letter to jobs@shastalivingstreets.org
- Position open until filled