

## Field Technician

**Position title:** Field Technician

**Reports to:** Operations Management Team

**Status:** Part-time (10 – 25hrs / week, \$15-\$17/hr)

**Benefits:** Flexible schedule and paid time off

### Background

PikeRide launched in 2018 and is a local nonprofit bike share system operating in Downtown Colorado Springs with plans for significant expansion during 2022. PikeRide seeks Field Technicians who are passionate about making Colorado Springs a better place to live and bike, cares about customer service, and can help us continually refine our program's efficiency.

### Position overview:

Field Technicians help rebalance the PikeRide fleet using a van and/or e-assist bicycle/trike distributing bikes, moving bikes to new locations, taking them to our service location for repair, monitoring and charging bike batteries, and performing basic repairs to the bicycles. Technicians will become masters of Colorado Springs geography and bicycle infrastructure. Technicians also will be our eyes in the field to ensure all hubs and bikes are well-kept and managed while being certain the PikeRide brand is represented positively. Field Technicians will occasionally be requested to represent PikeRide at community events. All PikeRide staff begin as field technicians and once mastering the role are encouraged to start training as fleet mechanics to support knowledge growth and an increased hourly wage.

### Essential job functions

- Drive a vehicle or operate an electric bicycle/trike around central Colorado Springs and Manitou Springs; collect bicycles, load and unload bicycles, balance the system, perform inspections and maintenance as needed
- Utilize computer software and smartphone app to monitor bikes and record maintenance
- Perform cleaning and minor maintenance at hub locations
- Provide amazing customer support while always representing PikeRide in a positive fashion
- Communicate with other staff to report issues, creatively find solutions and support all facets of PikeRide
- Be an advocate for all things PikeRide while educating the public and talking about the infinite possibilities of bike share

### You may be a good fit, if:

- You enjoy solving problems and are not easily flustered
- You love taking on new challenges and finding creative solutions
- You pay attention to details. As far as you are concerned, anything worth doing is worth doing right every single time
- You stay focused and nothing falls through the cracks on your watch
- You like learning new things, and you can learn quickly. When things change, you know how to roll with the punches
- You are motivated and driven. You volunteer for new challenges without waiting to being asked.
- You have mechanical abilities and an aptitude for "fixing" bikes.



www.PikeRide.org | 719-235-5862 | Info@PikeRide.org

### Requirements

- Lifting bikes up to 60 lbs; cycling up to 10 miles per day in urban areas; stooping, bending, and standing for long periods
- Valid Colorado Driver's License with acceptable driving record
- Ability to work independently for several hours at a time
- Willingness to work outdoors in all weather conditions
- Strong interest in bicycles and transportation
- Ability to communicate with diverse populations and provide high levels of customer service
- Availability to work weekends and a minimum of 10hrs per week

PikeRide is an equal opportunity employer 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. Your application will be given every consideration, but its receipt does not imply that the applicant will be employed.

### To apply

- Send resume and cover letter to apply to [info@pikeride.org](mailto:info@pikeride.org)
- No walk-ins or phone calls, please.