

PikeRide Membership Outreach and Office Manager

Position title: Membership Outreach and Office Manager

Reports to: Bike Share Executive Director

Status: Full-time, hourly. Some weekend and evening duties.

About the job: PikeRide, the first and only bike share system in Colorado Springs, seeks a Membership Outreach and Office Manager to support operations. The position will manage the day-to-day functions of the PikeRide office while also performing membership outreach in the community. A successful candidate will be highly organized and have excellent people skills. The Membership Outreach and Office Manager will report to the Executive Director.

Qualifications:

- Associate or bachelor's degree preferred.
- Strong writing skills.
- Public speaking experience.
- Excellent phone manners and customer-service orientation.
- Passion for living in a city where transportation comes in many different forms.
- Valid driver's license.
- Ability to lift up to 60 lbs; cycle up to 10 miles per day in urban areas; stoop, bend, and stand for long periods.
- Willingness and ability to work evenings and/or weekends.

Competencies:

- Excellent communication skills, both in person and on phone.
- Computer expertise and proficiency, including Word, Excel, Outlook, and smartphone apps. Ability to learn new software quickly.
- Familiarity with social media platforms, including Facebook and Instagram.
- Attention to detail and accuracy.
- Self-motivated and ability to deal with and meet changing deadlines.
- Comfortable in a fast-paced work environment.
- Experience as a bike-commuter and ability to demonstrate safe cycling in an urban environment.

Essential job functions:

STAFF SUPPORT

- Coordinate with field staff and operations director to solve customer service issues.
- Manage the day-to-day activities of the PikeRide office to ensure staff has the materials necessary to accomplish the mission of PikeRide.
- Ensure office space is setup for meetings and presentations ahead of time.
- Compile staff credit card reconciliations and submit in a timely manner.
- Pay monthly bills on time and ensure annual renewals are tracked and prepared for.

MEMBERSHIP OUTREACH

- Manage membership database.
- Manage Facebook events and EventBrite registration pages.
- Coordinate corporate outreach efforts, facilitate presentations, and attend events (such as staffing a booth) as a PikeRide representative.
- Lead planning and coordination of group rides and special events with support from operations team.

CUSTOMER SERVICE SUPPORT

- Manage customer service database and communication.
- Oversee coupon codes and other discounted membership programs.
- Answer phone calls and emails while identifying relevant issues and addressing to satisfactory outcome.

OFFICE ADMINISTRATION

- Compile data and assist with preparation of monthly and quarterly reports.
- Maintain database of phone numbers, addresses and emails of board members, sponsors, and stakeholders.
- Order and maintain office supplies and storage areas.
- Maintain record of all staff, date of births, driving records, and contact information.
- Record and prepare minutes for all board meetings as assigned.
- Support grant writing efforts when requested.
- As-needed PikeRide-related local driving errands.
- Other duties as assigned.

About PikeRide: PikeRide is a program of Downtown Ventures, the charitable nonprofit arm of Downtown Partnership. The Downtown Partnership serves as a resource and incubator to assist PikeRide is building a solid foundation for future sustainability; PikeRide staff are employed by the Partnership.

We place tremendous value on a mix of ingenuity, controlled chaos, hard work, and sense of purpose. This is a unique chance to join a rapidly growing team and help shape a new transportation vision in Colorado Springs.

Downtown Partnership 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 Jolie@PikeRide.org. Application deadline noon September 6; position may be filled prior to deadline based on pool of qualified applicants.