



Bike Share Program Manager

Organization: Clean Energy Coalition
Status: Exempt / Full-time
Location: 1250 North Main Street, Suite 1, Ann Arbor, MI 48104

Job Summary

Clean Energy Coalition, an entrepreneurial, dynamic, nonprofit organization based in Ann Arbor, Michigan, is seeking an energetic and self-motivated Bike Share Program Manager to lead system operations for ArborBike, Ann Arbor's bike share transit system. Comprised of 125 bikes and 13 stations, ArborBike was launched in 2014 with community partners, including: the University of Michigan, City of Ann Arbor, TheRide, and Ann Arbor DDA.

Job Duties & Responsibilities

- Oversee all aspects of the bike share customer experience, including: system operations and maintenance, membership and corporate sales, customer service, and interaction with vendors and clients.
- Lead field operations activities, including service delivery (dispatch and bicycle rebalancing), and station technology maintenance.
- Assess and improve world class customer experience.
- Develop a team of direct reports and foster a customer-focused performance culture across the program.
- Identify and address key strategic barriers and opportunities critical to sustainable operations.
- Foster and grow a sustainable public / private program, working closely with program partners, sponsors, and other business and community stakeholders.
- Oversee and manage program budget to ensure system viability.
- Work a number of weekend and evening /early morning hours to cover ArborBike program operational needs and special events.
- Ensure program reporting metrics are met, and where needed, improved.
- Act as a spokesperson for Clean Energy Coalition and the ArborBike program; attend community forums, meetings, and events, and make individual and public presentations on CEC's mission, services, and ArborBike's program when necessary.

Minimum Qualifications

- Bachelor's degree in environmental science, public administration, urban planning, sustainability, business management or related fields, or equivalent work experience in the above mentioned areas.
- Demonstrated experience in project management, and familiarity with bike share programs.
- Demonstrated organizational and leadership skills.
- Self-starter, detail oriented, enthusiastic, innovative, and capable of meeting challenges and deadlines, and comfortable working in a small, flexible, and collaborative environment.
- Team player with exceptional trouble-shooting and multi-tasking skills.
- Superior written and verbal communication skills, including public speaking experience.
- Highly flexible regarding work days and schedule.
- Solid computer skills including proficiency in using basic Microsoft, Adobe and / or similar software products such as word processing, spreadsheet, presentation, email, web, database applications, and capacity to work in a Mac OS environment.
- Basic mechanical aptitude, valid driver's license, and clean driving record.

Salary & Benefits

- Commensurate with experience.
- Competitive benefits package.

Application Details

- The position is open until filled. Interviews and hiring decisions will be made quickly.
- **No phone inquiries please.**
- Clean Energy Coalition is an EQUAL OPPORTUNITY EMPLOYER committed to diversity and consideration of all applicants for all positions without regard to color, ethnic background, religion, sex, gender identity, sexual orientation, national origin, age, and disability status.
- Qualified individuals should submit a cover letter, resume, and references via email to: employment@cec-mi.org. **Please include “Bike Share Program Manager” in the subject line.**