



Job Title: Rebalancer

Employment Status: Part-Time (Weekends)

Compensation: \$12hr

About Bike Chattanooga:

Shift Transit is a leader in North American urban bicycle share program development and operations. Shift Transit, with its partner PBSC Urban Solutions, has years of experience planning, implementing, and operating bicycle share programs across North America. Through careful planning and collaboration with our clients in each city, we take pride in delivering an excellent experience to both our riders and our clients.

Bike Chattanooga, operated by Shift Transit, provides 400 bikes and 42 stations to the Chattanooga Community and visitors. Bike Chattanooga provides short-term, point-to-point, bike rentals through a network of electric and solar-powered kiosks located throughout Downtown, the TN Riverwalk, and UTC Campus.

Job Summary:

A Rebalancer is responsible for the daily balance of the systems bike capacities and station maintenance to effectively support Bike Chattanooga's daily operations. The ideal candidate should have prior driver experience and excellent communication skills.

Primary Responsibilities:

- Responsible for moving bikes throughout the Bike Chattanooga system to ensure customer availability.
- Responsible for collecting eBikes and taking them to charging stations.
- Interact and assist customers during work hours and special events - represent Bike Chattanooga and SHIFT Transit responsibly and effectively.
- Inspect and evaluate bike share stations and bicycles for safety, function, and cleanliness.
- Identify, report and/or retrieve bicycles in need of in-house repair.
- Perform station maintenance and repairs as needed.
- Respond to and attempt to resolve reported station/bike-related problems.
- Work alone or under the guidance of the Operations Manager.
- Drive a commercial van to redistribute bikes as required based on real-time demand.
- Ensure OSHA compliant workplace and practices.
- Other duties as necessary/assigned.



Required Skills and Experience:

- High School diploma or equivalent
- Experience in Customer Service
- Critical thinking skills
- Must be willing to work in all weather conditions outside, year-round.
- Mechanical and technical aptitude and basic computer literacy
- Availability to work nights, weekends and/or holidays.
- Must have a valid driver's license
- Must have the ability to bend, stoop and stand for long periods of time.
- Must be able to lift 75 pounds.

Additional Information:

All personnel may be required to perform duties outside of their normal responsibilities due to the nature of work performed to accomplish Shift Transit key performance indicators.

Employees who perform safety-sensitive functions will submit to drug and/or alcohol testing in accordance to the Department of Transportation (DOT) and the Federal Transit Administration (FTA) regulatory requirements.

We provide equal opportunity to all qualified individuals regardless of race, color, religion, age, sex, national origin, veteran status, genetic information or disability.