

**Job Title:** Field Technician

**Job Type:** Full or Part-Time, including weekends, 20 – 40 hours per week.

**Compensation:** \$15 - \$17/hour, health benefits available to full-time employees.

**Application Deadline:**

**Requirements:**

Must be a licensed driver.

Must be able to lift 50 lbs.

Red Bike is looking for Field Technicians to help with all aspects of operating the Red Bike system, including swapping e-bike batteries, rebalancing the system by moving bikes from full to empty stations, addressing issues of equipment functionality, and limited in-person customer service. Ideal candidates will be highly motivated, team-oriented, friendly individuals with above average problem-solving skills, and will be able to work peak hours (evenings and weekends). Full and part-time positions are available based on the applicant's qualifications, availability, and desired schedule. Field Technicians will report to the Operations Manager.

Red Bike is the Cincy region's non-profit station-based bike share system. We are a small, local team connecting people to places and each other by providing a low-cost, green transportation option. We partner with communities to improve lives through bikes. We're working toward a more just and joyful transportation network by changing how people move. We are currently a system of 800 bikes and 72 stations.

BIPOC and multilingual individuals are strongly encouraged to apply.

Red Bike is an Equal Opportunity Employer and a drug-free workplace.

*Training on system technology will be provided.*

**Primary Responsibilities:**

- Maintain bicycle and station operations including swapping e-bike batteries, rebalancing, and basic station maintenance.
- Inspect and repair bikes in the field to ensure continued safe operability, returning any bikes to the shop which may need larger repairs.
- Close coordination with Operations Manager and the customer service team to ensure that all customer needs are addressed and resolved.
- Interact with customers as a public face of Red Bike, always ensuring positive experiences.

**Day to Day Responsibilities:**

- Swap e-bike batteries.
- Rebalance the system – address full or empty stations.
- Inspect and evaluate bicycles and Red Bike stations for safety, functionality, and cleanliness.
- Identify bicycles in need of repair and return them to the shop facility.
- Perform basic station maintenance as necessary.

- Identify, report, and resolve, if possible, all station malfunctions and/or problems.
- Use technology to record all maintenance issues.
- Respond to customer needs in the field.
- Safely operate and maintain system vehicles.
- Attend and help promote Red Bike at events.

**Position Requirements:**

- Strong interpersonal and relationship building skills.
- Problem solving and critical thinking skills.
- Team oriented and focused on continuous improvement.
- Ability to understand technical aspects of the software and hardware capabilities and needs of a bike share system.
- Valid driver's license and good driving record.
- Mechanical or electrical background is a plus.
- Skills with hand tools, power tools, and general maintenance and repair are a plus.
- Self-motivated and able to deal with and meet changing deadlines.
- Comfortable in a fast-paced warehouse/shop environment.
- Comfortable riding a bicycle in city traffic is a plus.
- Ability to lift 50+ lbs. repeatedly.
- Stoop, bend, and stand for long periods of time.
- Manual dexterity and attention to detail.
- Willingness and ability to work evenings and weekends.