

HEARTLAND BIKE SHARE

We are an equal employment opportunity employer. We strongly encourage applications from women and people of color. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, sexual orientation, national origin, disability status, protected veteran status or any other characteristic protected by law.

Please note that job descriptions at HBS are a starting point for a position and are considered fluid at all times.

Position: Heartland Bike Share Community Manager

Location: Omaha/Lincoln, NE (with most work permitted remotely). Primary physical location based in Omaha with some work travel required to Lincoln.

Pay: Annual Base compensation, plus benefits, perks, and paid time off

Start Date: May 1st, 2021

Company

Heartland Bike Share is a 501c3 non-profit organization that exists for the development, promotion, and operation of bike sharing programs throughout the Heartland region for the benefit of the general public, aimed at promoting health and quality of life as well as mitigating climate change and promoting the use of sustainable forms of transportation. Heartland Bike Share operates three bike share programs: Heartland B-cycle in the Omaha Metro; BikeLNK in Lincoln, NE; and Valentine Bike Share in Valentine, Nebraska.

Areas of Responsibility

The Heartland Bike Share Community Manager will represent all three bike share programs with a majority of the time being dedicated to Heartland B-cycle. The remaining time will mostly be spent working on BikeLNK in close collaboration with the BikeLNK City Manager. Valentine Bike Share work will be on an as needed basis.

The Community Manager is responsible for maintaining and developing relationships within the community to support and promote bike share across the Heartland. This position will help build the bike share network as a relevant tool to improve the lives in the area it serves including historically marginalized communities. The Community Manager must be passionate about diversity, equity, inclusion and social justice, and understand the potential that bike share offers to improve the lives of all community members. The Community Manager will manage and further develop Heartland B-cycle's Equity Program, an initiative to provide affordable access to the bike share system to historically marginalized communities.



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The Community Manager, reporting to the Executive Director, will have substantial influence over the key decisions associated with bike share expansion. The Community Manager will also lead the marketing, membership fulfillment as well grant writing and tracking.

Essential Duties and Responsibilities:

- Cultivate and foster strong relationships with neighborhood organizations, City officials and community leaders
- Moderate conversations between key stakeholders, including community groups and partner agencies
- Successfully manage tasks through delegation and coordination between key stakeholders and colleagues by managing people and projects both 'up' and 'down'
- Prepare and facilitate meetings, including community engagement meetings; identify follow-up items and oversee timely execution
- Ability to work on multiple ongoing projects effectively including participate in meetings and executing on assigned deliverables
- Prepare and manage community engagement plans, schedules, and general documentation
- Staff community engagement events representing Heartland Bike Share
- Manage member relations and customer service emails
- Utilize bike share and transportation equity best practices and standards throughout project execution
- Measure performance to identify areas for improvement
- Monitor progress and recommend adjustments to the work plan, as needed
- Assist in fundraising efforts by finding and writing grant applications
- Manage marketing and create social media postings
- Write and publish Heartland B-cycle's monthly newsletter

Education and/or Work Experience Requirements:

- Proficient knowledge of Microsoft Office & Google products as well ability to learn new software/productivity tools
- Strong organizational and time management skills
- Ability to meet deadlines, problem solve and remain calm under pressure.
- Leadership skills – experience inspiring a team to successfully achieve project goals.
- Interpersonal skills – strong active listening skills, open to others' ideas; demonstrate willingness to try new things.
- Cultural Competency – Able to connect with stakeholders from various backgrounds and working styles.
- Adaptability – enthusiastically adapt to changes in the work environment; manage competing demands; deal with frequent change, delays or unexpected events.



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- Dependability - Follow instructions; respond to management direction; communicate frequently; solicit feedback to improve performance.

Physical Requirements and Special Demands:

- Job will involve hours that exceed 8 hours per day and occasional weekend hours.
- Job will typically be indoors, but outdoor site visits and event attendance will be required.
- Ability to maintain regular, punctual attendance in accordance with company and department policy.
- Any required travel would be local in scope, with travel outside of the local area rare.

Application Info

Please submit a letter of interest and resume with a list of names and contact information for appropriate references with the subject line "Heartland Bike Share Community Manager" to jobs@heartlandbikeshare.org

