

May 2017



Program Manager, New Haven Bike Share

Position: Program Manager, New Haven Bike Share (NHBS)

Location: New Haven, CT

Application Closing Date: May 20, 2017 – we will review applications as we receive them

Start Date: June 1, 2017

Job Type: Full-time

Duration: Open-ended

About New Haven Bike Share

Bike share is coming to New Haven! New Haven Smart Mobility, LLC, the parent company of NHBS is about to sign a contract with the City of New Haven. Phase 1 will be 300 bikes and 30 stations and will launch by spring 2018, with a potential soft launch in the fall. We are looking for a full-time program manager to plan and execute all launch and operations logistics. The ideal candidate is passionate about improving quality of life in New Haven, understands New Haven's equity needs, and, most of all, is willing to do whatever it takes to launch New Haven Bike Share successfully. This is an exciting time to join NHBS and is a rare opportunity to help shape the future mobility landscape of the city.

P3GM and E3Think are the two companies behind New Haven Smart Mobility, LLC. P3GM operates Hoboken Bike Share and West Palm Bike Share, and has been selected to roll out bike share in several other cities as well.

Key Responsibilities

Planning & Development

- Work closely with the City Transportation, Traffic & Parking Department, P3GM, and E3Think on the planning and development of the system
- Work closely with Noa Technologies to test and improve the online platform and technology
- Coordinate and oversee sub-contractors and vendors
- Evaluate existing station locations and develop new ones
- Ensure timely deployment of stations, signage, and bikes
- Follow direction and report to corporate office
- Implement sponsorship programs
- Ensure reporting metrics are met, and where needed, improved
- Submit reports to municipality and other stakeholders
- Forecast revenues and expenses, and manage a budget.
- Expand the bike share program to nearby communities

Outreach & Engagement

- Coordinate and plan pre-launch and launch events, including public meetings and workshops
- Lead outreach and business development initiatives

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- Market and expand memberships
- Participate in regular meetings with client, community, and partners
- Manage and cultivate a positive relationship with all stakeholders

Operations & Logistics

- Oversee all aspects of business operations including but not limited to staffing, fleet management, distribution, risk management, administrative work, accounting, reporting, marketing, sales, and other daily business activities
- Interact with local media as company spokesperson
- Hire, train, manage, and motivate staff
- Develop/maintain good relationships with sponsors, customers, and community partners

The position will focus on New Haven but will also support other bike share programs in the region. The job will require some travel and working events on weekends and after hours, especially in the run up to the launch.

Required Skills

- Associates/Bachelor's degree and a minimum 5 years of management experience
- Excellent people skills: leadership, negotiation, persuasion, consensus building
- Ability to manage and work effectively in a matrix organization with multiple stakeholders, including City staff, employees, customers, sponsors, community partners
- Excellent communications skills, both verbal and written, that can be appropriately tailored to different audiences, including City staff, employees, customers, sponsors, community partners, and the press
- Computer savvy and proficient in Google Apps for Business, Microsoft Office; able to quickly learn custom software programs and other technology tools; and able to analyze incoming data and communicate it to the public

Preferred Skills

- Spanish fluency
- Interest in public transportation, cycling, tourism, urban planning, sharing economy, environmental protection, and community based initiatives

Compensation

Annual salary commensurate with experience, benefits package includes: health insurance and paid vacation time.

To Apply

Please submit a PDF of your resume and a cover letter explaining your interest in this position to ksolheim@p3gm.com. The application closing date is May 20, 2017, but we will be reviewing applications as we receive them.

New Haven Smart Mobility, LLC is an equal opportunity employer and will consider all applications equally without regard to applicant's race, sex, age, color, religion, national origin, veteran status or any disability as provided in the American's With Disability Act.

New Haven Smart Mobility, LLC is a committed Affirmative Action Employer. We encourage minorities, women, disabled persons and veterans to apply.