



Indianapolis Cultural Trail Inc
Pacers Bikeshare - Operations Technician 1
Downtown Indianapolis

Position: Pacers Bikeshare Operations Technician - 1

Status: Non-Exempt

Pay Rate: \$11-\$14/hour based on experience

[Apply Here](#)

Overview

Indianapolis Cultural Trail Inc (ICT) is hiring Operations Technicians for the Pacers Bikeshare program. Pacers Bikeshare, a partnership between the City of Indianapolis and Indianapolis Cultural Trail Inc, has 50 bike share stations and approximately 500 bicycles that are available for short term use by the public. The majority of Pacers Bikeshare stations are located on or near the Indianapolis Cultural Trail: A Legacy of Gene and Marilyn Glick in downtown Indianapolis.

The Operations Technician 1 is an integral and essential component of the Pacers Bikeshare program. The Operations Technician helps ensure that Pacers Bikeshare operates at a high level of excellence, customer service, and sustainability. ICT is comprised of professional, creative and flexible individuals who work in a friendly, team oriented environment.

Completed applications are reviewed daily and forwarded to management for further consideration. Candidates being considered for employment will be contacted individually.

Employment is contingent upon the successful completion of pre-employment testing including a criminal history and driving record check.

Hours

Pacers Bikeeshare operations staff staff must be available to work one weekend shift and work 30-35 hours per week.

Primary Responsibilities

- Support the mission of the Indianapolis Cultural Trail to enrich lives and connect people and places through beautiful and dynamic experiences
- Conducts Pacers Bikeshare system balancing by moving bicycles around the system
- Assesses bicycles for needed repairs and safety standards
- Performs bicycle repairs
- Performs minor bike share kiosk maintenance

- Assists with preparation for group bicycle rides
- Assists in conducting group bicycle rides



- Other duties as assigned
- Answers bike share user phone calls and offers excellent customer service on the phone and in the field and office, including: being welcoming, courteous and professional to everyone, answering questions from the public about programs, activities, bikeshare and directions
- Interact with the public and be comfortable talking with individuals and groups of diverse backgrounds
- Use good judgment and troubleshooting skills

Requirements

- Positive attitude
- Ability to lift up to 50 pounds.
- Familiar with downtown Indianapolis
- Strong commitment to excellent and professional customer service
- Self-motivated
- Ability to work independently
- Basic comprehension of maps and mapping software
- Must be 18 years old
- Valid driver's license
- Clean driving record
- Willingness to work outside in all weather conditions
- Ability to lift up to 50 pounds

Preferred

- Bicycle mechanical experience and understanding
- Associate's or Bachelor's Degree
- Basic computer knowledge including experience with the G-Suite
- Customer Service experience
- Knowledgeable about bicycle infrastructure in Indianapolis

Organization Description

The Indianapolis Cultural Trail: A Legacy of Gene and Marilyn Glick is an internationally recognized linear park and bike and pedestrian pathway that seamlessly connects cultural districts, neighborhoods and destinations while also serving as downtown hub for the city's greenway network. The Indianapolis Cultural Trail includes five acres of lush gardens, 525 trees, a vibrant art and culture program and is open and accessible 365 days a year. The Trail is the path by which most people experience downtown Indianapolis.

Built on public right of way, the Cultural Trail is managed by Indianapolis Cultural Trail, Inc, a non-profit organization, that works to thoughtfully maintain the Trail and provide access to art,



beauty, nature and healthy living. The Cultural Trail works in close partnership with the City of Indianapolis with many of our programs including Pacers Bikeshare and through a placemaking partnership with many of the downtown public spaces connected by the Trail including the Downtown Canal, Georgia Street and Lugar Plaza. In 2021 the Cultural Trail will break ground on its first expansion.

Indianapolis Cultural Trail Inc is a team of motivated and enthusiastic individuals that take great pride in what we do with and for the community. We have a flexible work environment and encourage big ideas and creative thinking. We work with volunteers and community partners to help carry out our mission and rely on generous contributions from donors to keep the Trail beautiful and accessible for everyone.

Diversity Commitment

Indianapolis Cultural Trail Inc is committed to diversity among our staff and is an equal opportunity employer. It is our policy to recruit, hire, train, promote and administer any and all personnel without regard to sex, race, age, color, creed, national origin, religion, economic status, sexual orientation, gender identity or expression, physical disability, or any other legally protected basis.

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