

Organization Description

The Indianapolis Cultural Trail: A Legacy of Gene and Marilyn Glick is an internationally recognized linear park 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 5 acres of lush gardens, a vibrant art and culture program and is open and accessible 365 days a year. The Trail has become the way by which most people experience downtown Indianapolis and is managed and operated by Indianapolis Cultural Trail Inc, a 501(c)3 non-profit organization. The Cultural Trail operates the city's Pacers Bikeshare program as a way to make the Cultural Trail, and the city, more accessible via bicycle.

Indianapolis Cultural Trail, Inc (ICT) 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 are grateful for generous contributions from donors to ensure the Trail is beautiful and accessible for everyone.

Job Description

The Pacers Bikeshare Bike Mechanic 1 is an hourly, non-exempt position. The Pacers Bikeshare (PBS) operations team is responsible for maintenance of bikes and stations, balancing and distribution of bikes, and providing excellent customer care. The position reports to the Pacers Bikeshare Program Director and is an integral part of the Pacers Bikeshare operations team.

Work Environment

This position will be hands-on, in/outdoors, and largely self directed. Work needs to be completed in a professional and friendly manner as this role is often the face of the organization to people who use Pacers Bikeshare and the Cultural Trail. The typical work week is Monday through Friday 7a - 8p, with at least one weekend day. A typical shift ranges from 4 to 8 hours. There will be a significant training and orientation period so that the person in this role can become familiar with the regular bike and station maintenance, customer service, and bike balancing needs and tasks of Pacers Bikeshare.

Primary Responsibilities (90% of time)

Bike and System Maintenance

- Move bicycles around the system via balancing vehicle
- Assess bicycles for needed repairs and safety standards, and perform repairs as needed.
- Perform minor station kiosk maintenance
- Charge and swap batteries

Customer Service

- Take bikeshare customer phone calls and offer excellent customer service on the phone and in the field
- Serve as an Indianapolis Cultural Trail ambassador while working through positive interactions with Pacers Bikeshare users throughout Indianapolis
- Be welcoming, courteous and professional to everyone
- Interact with and answer questions from the public about programs, activities, bikeshare, and directions
- Be comfortable talking with individuals and groups of diverse backgrounds

Secondary Responsibilities (10% of time)

Group Rides/Events

- Provide staff support for group bicycle rides and ICT events
- Use good judgment and troubleshooting skills
- Other duties as assigned

All ICT employees serve as ambassadors for the organization and interact in a positive way with Trail users and the general public in downtown Indianapolis. As ICT is a growing organization; team members typically take on other duties as assigned when needed.

Requirements

- Self-motivated with a positive attitude and shows initiative and pride in work
- Familiar with downtown Indianapolis
- Strong commitment to excellent and professional customer service
- Flexible, collaborative, and adaptable in a fast paced and public facing work environment

Abilities

- Perform work independently and prioritize projects
- Basic comprehension of maps, mapping software, and navigation in the city
- Must be 18 years old
- Valid driver's license and clean driving record

Physical Abilities

- Able to reach and grasp with hands and arms.
- Ride a bicycle
- Able to stand, crawl, crouch, stoop, squat, and kneel for prolonged periods of time.
- Able to regularly lift objects weighing 60 pounds to waist height; and push up to 100 lbs
- Able to move freely about the work environment.
- Willingness to work outside in all weather conditions

Preferred

- Customer Service experience
- Mechanical experience
- Knowledgeable about bicycle infrastructure in Indianapolis
- Experience with the Google suite

Compensation

\$15 - \$17 per hour based on experience

Benefits

ICT offers a variety of benefits to employees who qualify including health, dental and vision insurance, retirement plan and employer match, flexible work environment, company paid holidays, and generous paid time off. A full benefits package will be included upon request or during the interview process.

To Apply

Qualified applicants should [complete this application](#). If needed, applicants may fill out an application in person at the Indy Cultural Trail office, 132 W. Walnut Street.

Applications will be accepted and reviewed on a rolling basis throughout the year as positions become available

Indianapolis Cultural Trail Inc is committed to diversity among our staff and is an equal opportunity employer.. Offers of employment are contingent upon a clean, non-violent background check including the sexual offender registry.