



Project Manager (Operations Support)
Brooklyn, New York

About JUMP

[JUMP](#) (a Social Bicycles project) is building the future of urban mobility: shared electric bikes that are the quickest, most enjoyable, and most empowering way to get around a city. Cheaper than most public transit and faster than cars in traffic, JUMP e-bikes are game-changers for local transportation. JUMP currently has systems in the San Francisco Bay Area and Washington DC, and we have plans to expand to at least five major US cities in the next year. Our goal is to transform cities, making them more sustainable, equitable, and livable through electric mobility.

To make this vision a reality, we need to grow our team. We place tremendous value on our company's roots and culture: a mix of ingenuity, controlled chaos, hard work, and sense of purpose. This is a great opportunity to join a rapidly growing team shaping the future of transportation.

About the Role

We are currently seeking a Project Manager to help manage and support our bike share fleets. JUMP seeks professionals who are passionate about making cities a better place to live and bike, care about customer service, and can help us continually improve our program's efficiency. As Project Manager you will be responsible for coordinating and managing support for all Social Bicycles and JUMP systems. Working under the Operations Support Director you will be instrumental in building and executing standard operating procedures and ensuring efficiency and coordination across JUMP teams. You will also be working closely with the product, software, and supply chain teams in a fast-paced environment.

Responsibilities

Assist in all aspects of bike share operations activities, including:

- Coordinating with other JUMP teams to bring solutions
- Creating new and following existing operational support procedures
- Tracking customer ticketing and develop guidelines
- Track and forecast parts needs and fulfillment schedules
- Assist in training local operations staff in software and hardware technology.
- Working with and coordinating with third party operators in order to create process and incentivize best practices.
- Must be willing to travel.

Experience and Skills

- 4+ years of project management experience
- Bachelor's degree in urban planning, project management or related field
- Ability to communicate and listen effectively; great written, verbal and presentation skills
- Comfortable with MS Word and Excel, Google systems and other cloud based software
- Previous experience using inventory management and CRM software (e.g. JIRA)
- Clean driving record
- Passionate about the overall goals of bike share and sustainable transportation

Job Type: *full-time*

Compensation: *Commensurate with experience*

Please submit resumes and cover letters to jobs@jumpmobility.com

Equal Opportunity Employer

It is the policy of Social Bicycles (SoBi) to provide employment opportunities without regard to race, color, religion, creed, ethnicity, national origin, alienage, citizenship status, age, marital status, partnership status, disability, sexual orientation, gender (sex), military status, prior record of arrest or conviction (except as permitted by law), predisposing genetic characteristics, or status as a victim of domestic violence, sexual offenses and stalking, and to maintain an environment free of harassment on any of the above-noted grounds, including sexual harassment or retaliation. SoBi strongly encourages diverse candidates to apply.