



BIKE SHARE ATTENDANT

PURPOSE

SRC Bike Share Attendants are responsible for all aspects of the Runner Ride Bike Share Program including equipment, inventory control, checkout processes, and minor repairs. The staff interacts with a large number of participants and is expected to be a resource to all participants regarding SRC facilities, programs, and services. The emphasis of this position is attention to detail and safety while providing outstanding and courteous service and ensuring an outstanding participant experience regarding the Runner Ride Program.

PROGRAMMATIC DUTIES AND RESPONSIBILITIES

- Work with member services as well as Managers On Duty (MOD's) to check in and out Runner Ride Bicycles.
- Record and update daily check-out and damage reports for any equipment used in the Runner Ride Program.
- Maintain inventory, physically check-out-and-in all Runner Ride equipment.
- Inspect condition of outgoing and incoming items, document, and replace as needed.
- Maintain inventory, re-stock, and initiate re-orders for any bicycle parts.
- Maintain knowledge of all aspects of inventory and Fusion checkout software.
- Assist SRC participants regularly with all aspects of the facility, program, and services.
- Complete basic repair and maintenance on rental bikes as needed, including: changing tubes/tires, tightening bolts, maintaining air pressure, etc.
- Advanced mechanics for fleet maintenance, under the direction of the Bike Share Program Lead.
- Carrying out tube changes for walk in customers.
- Document the completion of all assigned tasks.
- Keep Runner Ride areas organized, clean, and inviting.
- Communicate and record all maintenance or security issues.
- Educate participants and student staff; adhere to, and enforce, all policies and procedures for the Runner Ride program and the SRC.
- Maintain familiarity with evacuation plans and assist during major emergencies.

ADMINISTRATIVE SUPPORT DUTIES AND RESPONSIBILITIES

- Provide support to the Director and Coordinators on specific projects as needed and assigned.
- Represent the SRC and CSUB in a professional manner and act as an SRC ambassador at all times.
- Serve as a role model to other student staff and participants.
- Provide positive public relations and policy education to participants.
- Attend and contribute to all mandatory staff meetings, workshops, and retreats.
- Provide a friendly, inclusive, service-oriented environment for all staff and participants.
- Demonstrate awareness of, and appreciation for, individual uniqueness and diversity.
- Maintain a positive relationship with staff and co-workers.
- Demonstrate commitment to student development and leadership.
- Maintain high standards and achieve high expectations.
- Maintain prompt hours and follow absence procedures.

QUALIFICATIONS

- Currently enrolled CSUB student with at least 6 undergraduate units and a minimum 2.0 G.P.A., or graduate student with at least 4 graduate units and a minimum 3.0 G.P.A.
- **Certification in CPR/AED/First Aid from either the American Red Cross or the American Heart Association.** *The SRC offers certification classes for student who are offered employment.*
- Previous customer service, administrative or leadership experience; preferably in a sport or fitness environment.
- Interest in learning basic bike repair and maintenance.
- Ability to be highly organized and have good planning skills.
- Ability to work independently and demonstrate time management skills.
- Genuine interest in a variety of individuals and commitment to providing quality service to diverse populations.
- Excellent oral and written communication skills.
- Knowledge of Windows based computer systems and the ability to learn new software quickly and accurately.
- Candidates should be reliable, self-motivated, and should be able to solve problems and make decisions based on SRC mission and vision.
- Willingness and ability to work early morning, day, evening hours, and during finals.

CLASSIFICATION AND COMPENSATION

Student Assistant I - Maximum 20 hours per week. Regular work week consists of approx. 10 hours.

APPLICATION PROCESS AND DEADLINE

Applications can be found on [Handshake](https://csub.joinhandshake.com/login) - <https://csub.joinhandshake.com/login> Included in the application is a section titled "Tips for Applicants" that will help prepare candidates for the selection process.