



JOB DESCRIPTION

POSITION: General Manager of Nashville B-cycle

LOCATION: Nashville, TN

Launched in December 2012, Nashville B-cycle is a fee-based bike-share initiative that is operated by the Nashville Downtown Partnership, a nonprofit management organization. Nashville B-cycle tracks mileage and calories burned, as well as the carbon offset of each trip. Using these measures, Nashville B-cycle demonstrates the health and environmental benefits of bike-sharing in the community.

The General Manager is responsible for supporting the Nashville B-cycle program and overseeing all aspects of the bike-share system's ongoing operations. The GM will represent Nashville B-cycle to program stakeholders, including the City, the program's sponsors, and the community. This position reports to the Nashville Downtown Partnership's VP of Operations.

Desired Qualifications:

- Bachelor's degree, 3+ years bike-share experience is preferred, and/or 5+ years related experience in a business operational or program management leadership role within a product development, product management, or technology environment.
- Ability to create and manage a financially viable organization.
- Leadership – both externally with partners and the general public, as well as internally within an organization.
- Facilitation of public processes or collaborations with government entities.
- Experience with ongoing management of a business enterprise with complex financial systems, physical operational components, and customer service requirements.
- Budget development, ongoing monitoring, and reporting.
- Development and management of legal contracts and agreements.
- Development and fundraising including: sponsor recruitment, fulfillment, membership management, and successful grant applications.
- Experience with marketing to and customer service for general public and system users.
- Knowledge and understanding of bike sharing.
- Excellent written and verbal communication skills.
- Strong analytical and problem solving skills.
- Willingness to work irregular hours.

- Negotiating skills.
- Understanding basic accounting and bookkeeping required to track expenses and revenues of organizations.
- Proficient knowledge of Microsoft Office Suite.
- Valid Driver's License and acceptable Motor Vehicle Record.
- This position may require sitting and/or standing, bending, stooping, and lifting up to 65 pounds.
- This position may require minimal travel.

Duties and Responsibilities

Programs and Operations

- Provide leadership and direction for all program staff.
- Responsible for hiring, evaluating, and firing staff.
- Provide regular reports on Nashville B-cycle's progress to the Nashville Downtown Partnership.
- Oversee and administer operational contracts with vendors.
- Maintain proper data tracking on stations and ensure reporting metrics are met, and where needed, improved.
- Ensure reporting is complete and delivered in a timely manner to the VP of Operations.

Financial Maintenance and Budgets

- Forecast revenues and expenses and recommend yearly budget for approval by the Nashville Downtown Partnership.
- Keep accurate and up-to-date records of all financial activity.
- Maximize revenues and profitability for Nashville B-cycle.

Contract Management and Sponsorships

- Identify resource requirements and revenue sources, which shall include, but not be limited to, corporate sponsorships, periodic member payments, grants, and daily fees.
- Make presentations to potential sponsors to raise funds.

Product and Service Delivery

- Oversee design, marketing, promotion, delivery, and quality of programs, products, and services.
- Coordinate with the Nashville Downtown Partnership and sponsors to brand the program.
- Facilitate permitting by local jurisdictions.
- Responsible for strategic planning for Nashville B-cycle and maintaining oversight of expansion strategy.

- Network with leadership of bike-share programs in other cities and keep the Nashville Downtown Partnership informed of new technology, developments, and other cutting edge innovations in the bike share field.
- Work with local elected and transportation officials to make sure bike-sharing is included in local plans and priorities.

Salary Range:

Low to mid \$70,000's plus bonus.

NOTE:

The above description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job. All personnel may be required to perform duties outside of their normal responsibilities due to the nature of work performed to accomplish Nashville B-cycle's mission.

Please submit a letter of interest and resume plus list of names and contact information for appropriate references with the subject line "Nashville B-cycle General Manager" to rpayne@nashvilledowntown.com.

It is the policy of Nashville B-cycle that all persons shall have equal employment opportunities regardless of race, religion, creed, gender, gender identity, sexual orientation, national origin, color, age, and/or disability. Discrimination against any person in recruitment, examination, appointment, training, promotion, retention, discipline or any other employment practices because of non-merit factors shall be prohibited. Harassment based on race, religion, creed, gender, gender identity, sexual orientation, national origin, color, age, and/or disability is a form of discrimination and will not be permitted.