



## **POSITION DESCRIPTION- YOSEMITE BIKE SHARE SUMMER INTERNSHIP 2020**

**TITLE:** YOSEMITE BIKE SHARE SUMMER INTERN

**SUPERVISOR:** YOSEMITE CONSERVANCY PROJECTS MANAGER

**TYPE OF POSITION:** FULL TIME SEASONAL INTERN, NON-EXEMPT

**LOCATION:** YOSEMITE VALLEY, CA

Yosemite Conservancy inspires people to support projects and programs that preserve Yosemite National Park and enrich the visitor experience. Thanks to generous donors, the Conservancy has provided over \$130 million in grants to the park to restore trails and habitat, protect wildlife, provide educational programs, and more. The Conservancy's guided adventures, volunteer opportunities, wilderness services and bookstores help visitors of all ages connect with Yosemite.

### **SUMMARY OF POSITION:**

The Bike Share Program Intern, based in Yosemite Valley, is responsible for coordinating the bike share program in collaboration with park service staff under the supervision of the Projects Manager. Primary duties include daily management of the bike fleet in the field and via the web platform. Other primary duties include bike maintenance, collecting user feedback, and coordinating short-term pilots into new Valley locations. The Bike Share Intern regularly communicates with bike share users to provide excellent customer service. The Bike Share Intern reports directly to the Projects Manager.

### **ESSENTIAL FUNCTIONS:**

#### **Bike Fleet Field Operations – 70%**

- Perform daily inventory of bikes at parking stations
- Locate and retrieve bikes not returned to parking stations by users
- Perform daily bike inspections, cleaning and repair
- Record and track maintenance (parts and labor) for each bike
- Use and maintain bike repair tools
- Monitor and maintain existing Wi-Fi hotspots at parking stations
- Provide excellent customer service for visitors and bike users when in the field as a representative of the Yosemite Conservancy

#### **Web Platform and Mobile Application – 30%**

- Monitor rentals and unreturned bikes, resolve service alerts via the web platform
- Customer service including responding to user inquiries via email and phone
- Develop recommendations for upgrades to the mobile application
- Communicate directly with app developer in resolving issues and identifying improvements
- Collect, manage, and interpret user feedback via existing web survey tool
- Develop reports on ridership, challenges and opportunities

## **JOB SPECIFICATION**

### **Education:**

- H.S. diploma required
- Current full-time undergraduate student or recent graduate

### **Knowledge, Skills, and Abilities:**

- Commitment to the mission, values, goals, and success of the Yosemite Conservancy; knowledge of /and enthusiasm for National Parks, conservation and protected areas
- Ability to work with a wide variety of people and agencies and maintain a good working relationship with all
- Proven ability to manage work in a highly organized manner, excellent attention to detail
- Trustworthy, flexible, energetic and personable
- Excellent communication skills
- Ability to perform basic bike maintenance
- Experience with MS office suite and mobile applications
- Willingness to tackle any challenge, large or small
- Valid driver's license and personal vehicle

### **Physical Requirement and Work Environment:**

- Frequently lifts, carries and positions objects weighing up to 30 pounds when moving bikes
- Frequently walks on uneven ground while working
- Typically stands, bends, stoop and crouches while working
- Travel between El Portal and Yosemite Valley
- Weekend and evening responsibilities

### **COMPENSATION:**

- Compensation is hourly, non-exempt, not eligible for health benefits or retirement plan
- This position is eligible for housing in El Portal
- Employee must use their own vehicle for transportation in Yosemite Valley, but will be compensated for mileage at the standard IRS employer reimbursement rate.
- Start Date – May 1, 2020
- End Date – August 31, 2020
- Hours per Week – Between 32 -40 hours
- Hourly Rate– Depends on Experience

### **TO APPLY:**

- Email cover letter and resume to: [ryan\\_kelly@partner.nps.gov](mailto:ryan_kelly@partner.nps.gov)
- Position open until filled

YOSEMITE CONSERVANCY IS AN EQUAL OPPORTUNITY EMPLOYER