

# PONY BIKES

May 2017

## Operations Executive Internship – Pony Bikes – ASAP

*Let the dream come true*

### **The company**

Pony Bikes is a newly founded well funded start-up that does bike sharing. Our system is a bit like Barclay's bikes but without docking stations. It's super simple: get the app, unlock the bike, drop it when you are done. No docking, no hassle 😊

Offices are based in London, Clerkenwell area (but frequent travel to Oxford will be required).

### **The role**

We are looking for exceptionally talented, self starter candidates to join the operations team. Your key responsibility will be to maintain maximum availability of bikes at all time but you will also be willing to get stuck into all aspects of the business. Pony is a start-up meaning that you will be in charge from day 1 and that you will be expected to **make a huge impact**

### **Fleet Management**

- Ensure availability at all cost at all time (it means you have to keep an eye on the system and plan ahead for peak times)
- Identify key demand hubs & ensure there are bikes there (library, train station, parties, sports events)
- Identify & move dormant bikes
- Manage e-parkings & riding zones
- Propose features for the operations system
- Manage drivers & design night routes for network optimisation
- (you will be yourself on the field a lot moving bikes & driving an e-bike)

### **Repair & Maintenance**

- Manage repair partners (book jobs, bring cost down, challenge performance, throughput, quality etc.)
- Minimise number of bikes unavailable awaiting for repair work to be done
- Minimise average repair budget per bike
- Arrange logistics around maintenance & repairs

## **Customer service**

- Set up customer services process with IT team
- Pick up complains & requests and sort out
- Minimise response time

## **The ideal candidate**

- Top tier University or Grande Ecole
- Super driven, super efficient
- Able to get things done
- Eager to impress
- Extremely passionate individual with a high sense of responsibility
- Focused / obsessed
- Ambitious / Hungry for success

## **Details**

- Duration is flexible: from 1 month to 6 months
- Paid
- Compensation depends on experience and duration
- Free biking!

*To apply please send CV and cover letter to [jobs@ponybikes.co](mailto:jobs@ponybikes.co) with email subject 'Operations Role June 2017'*