



Position Open - Administrative Assistant

Deadline: Applications will be accepted until the position is filled.

Location: Remote position, all locations in North America considered, preference for New England region

About the North American Bikeshare Association (NABSA):

Formed in 2014, NABSA is a 501(c)(3), membership-based industry association made up of bikeshare and shared micromobility system owners, managers, operators, vendors, and technology providers. The purpose of NABSA is to provide an organized forum for collaboration, sharing of experiences and best practices, enhanced communications, and guidance to the rapidly growing micromobility industry. As our name suggests, NABSA began with a focus on bikeshare, but as the industry has expanded into new micromobility modes, so too has NABSA. The organization has recently widened its scope to include scooters and new shared micromobility devices.

Currently, NABSA has 80 member organizations, 15 board members, and one staff member, the Executive Director. NABSA fulfills its mission by hosting an annual conference, facilitating cross-sector communication within the industry, conducting advocacy work, and offering educational opportunities throughout the year. NABSA has doubled its growth in the last year and a half and expects to continue this fast-paced trend.

NABSA seeks a part-time Administrative Assistant to help support and grow an industry-leading organization in an emerging field.

Position Summary:

The Administrative Assistant will be in the important role of providing support to the Executive Director, managing the organization's virtual office, and acting as the first line of customer service. This position requires proficiency with database management, record-keeping, event planning logistics, and a high level of organization. This position is part-time on average, but will require full-time hours right before and during the annual conference.

Key Responsibilities:

- Database management
- Management and administration of membership registration and renewals process
- Digitizing, filing, and record-keeping
- General and conference-specific customer service support; acting as the "front desk" for the organization



NORTH AMERICAN BIKESHARE ASSOCIATION

- Logistical support for the planning and execution of the annual conference, board retreat, and other events
- Assistance with on-site conference production-- leading up, during, and take-down
- Assistance administering the NABSA Board candidate and election process
- Help track bikeshare and shared micromobility news and trends
- Support the Executive Director in tasks as needed

Competencies:

NABSA is a young organization with limited staff. In this environment, employees wear many hats. You will excel in this position if you are:

A Strong Communicator: Good at and likes explaining or providing answers to people's questions; can clearly craft email and verbal responses that accurately address the question or comment of the initiator; seeks more clarity when more understanding is needed or confusion arises in a collaborative way

Self-Directed: Can figure out what steps are needed to complete an assigned project without oversight, but knows when to reach out for help; manages time and priorities effectively; can be productive working remotely without much oversight or guidance

Organized: Can marshal resources to get things done; can orchestrate multiple activities at once; uses resources effectively and efficiently

Detail-oriented: Pays attention to details and takes pride in producing well-executed, high quality work

Customer Focused: Dedicated to meeting the expectations and requirements of internal and external customers (i.e. members); helpful

Approachable: Spends the extra effort to put others at ease; builds rapport; good listener

Interpersonally Savvy: Relates well to all kinds of people – up, down and sideways inside and outside of the organization; uses diplomacy and tact; builds constructive and effective relationships; can quickly find common ground and solve problems for the good of all; team player and is collaborative

A Process Manager: Good at figuring out the processes necessary to get things done; knows how to organize people and activities; can see opportunities for synergy and integration; can simplify/improve complex processes and create systems

Agile: Sees ahead clearly; can anticipate future consequences and trends accurately; can be flexible and change course quickly; has broad knowledge and perspective; is future oriented

Must be comfortable talking about race and gender.



Preferred Experience:

- CRM database management
- Proficiency with excel spreadsheets
- Proficiency in G Suite, Microsoft Office Suite
- Wordpress website management
- Customer service position
- Cold-calling
- Event planning and coordination
- Experience or interest in mobility and/or civic innovation
- Experience advocating for a social justice issue, or working within a community facing social justice challenges
- Spanish fluency

Perks of Working for NABSA:

- Remote, flexible work environment
- Opportunity to have a large impact in an emerging, cutting-edge industry
- Passionate people
- Generous paid holidays and vacation time, including paid office closure Christmas Eve to New Year's day

Application Instructions:

Please send cover letter and resume, along with the following sample:

- Pretend you have just received an email from someone inquiring about membership in NABSA. Craft an email response that gives them more information.

Please compile documents into one PDF and send to executivedirector@nabsa.net with "Administrative Assistant" and your zodiac sign in the subject line (e.g. Administrative Assistant-Scorpio). Applications will be considered on a rolling basis, until the position is filled. No calls please.

NABSA is committed to workplace diversity and inclusion and encourages applications from candidates of color. We are an equal opportunity employer and do not discriminate in hiring or employment on the basis of race, color, religion, national origin, gender identity, marital status, sexual orientation, age, disability, veteran status, or any other characteristic protected by federal, state, or local law.