



Assistant General Manager

About SPARROW

Ride Green. Ride Sparrow.

We provide zero-emission, safe, affordable, and enjoyable e-scooter rides in partnership with local businesses. Unlike traditional scooter sharing operations, ours relies on dedicated stations, keeping streets and sidewalks clean and orderly.

Sparrow offers two distinct programs. The first provides affordable and clean transportation options for employees on campus. The second one is targeted at hotels and is providing fun and sustainable rides for tourists that want to explore the area.

We have successfully completed a pilot program with the Spirit Ridge resort (part of the Hyatt group) in Osoyoos 2021 and are ready to bring Sparrow to more communities in BC and beyond.

Learn more at sparrowscooters.com

About the role

We are looking for an Assistant General Manager with a passion for innovation, knack for problem solving, and ability to thrive in ambiguity to create first-class customer experiences. This role requires good project and customer relationship management skills and dedication to keep things moving in this next wave of growth.

One or more locations will be selected for 2022 operations. Once chosen, you will be responsible for the launch as well as the daily operations, which also includes growing the team. You will be responsible for overall market performance and growth in a strategic and critical role. This includes not only financial management but also leading by example on-the-ground.

As an Assistant General Manager, you will not only ensure operational excellence, but also have your finger on the local market pulse, identifying new opportunities for growth while building and maintaining important partnerships.

What You'll Do

Be an owner. You are a self-starter that knows what needs to be done and gets things done.

Build a high performing team. Define hiring needs, execute on those needs, and train new team members.

Be the face of Sparrow. As the leader of your market, you will meet with local officials, business owners and customers as a representative of Sparrow.

Monitor performance. Track and report supply and demand metrics. Use data to creatively solve problems, find ways to improve, and track results.

Drive results. Forecast and set quarterly goals for your market, while creating an environment of experimentation, analytical thinking, and precision to reach those goals.

Sparrow Scooters Inc. 8317 Main Street, Osoyoos , BC , V0h 1V3 ; Phone: 1 604 720 5010; Email: jobs@sparrowscooters.com website: <https://sparrowscooters.com>



Share information. Communicate across the organization to ensure timely resolutions, quality control, and process feedback. Generate feedback and recommendations to central operations, business, product, and engineering teams.

Be a culture carrier, and create a fun, inclusive, and safe workplace.

About You

B.A/B.S or equivalent required; MBA preferred

2-4 years experience in an Assistant General Manager or Junior Project Manager role

Experience in customer facing jobs, can demonstrate a customer first approach

Excellent communicator who is capable of motivating others, and liaising with external partners as needed

Experience navigating ambiguous environments solving complex problems while exercising good judgement

Ability to simplify difficult problems into solvable tasks that can be acted upon

A data-driven nature, and attention to detail that drive your love of process improvement

Comfortable learning and adapting to new concepts and using new tools

Self-motivated, energetic, and driven with the ability to learn new skills that will enable you to grow with the role

Must have a Class 5 driver's license with a clean driving record

Ability to safely lift scooters that weigh 23 kg to 27 kg (50 to 60 lbs.)

Willingness to travel in BC

What we offer

Sparrow is **proudly Canadian**. We are a 100% Canadian company from ownership to operations to employees. Our founding team is passionate and driven to support the Canadian economy while we recover from the current pandemic and beyond.

Career progression is important to you? This role is **key in taking your career to the next level**. You're entering at the ground floor and will help shape Sparrow's future. You will work alongside a seasoned entrepreneur couple that will provide guidance but let you take the reins.

Sparrow offers **more than a competitive salary**. Our package includes a performance-based bonus structure, a technology stipend, work from home and flexibility of hours. You will get to travel to other locations occasionally and Sparrow will cover all travel costs. Sparrow also supports your professional development by providing access to industry experts.

Your Work Has a Visible Impact. This role is the most critical role in Sparrow's success, and we guarantee that you will not feel like you're just a cog in a wheel.

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Target joining date is March 1st. Interested candidates are encouraged to send their resume and a letter of motivation to jobs@sparrowscooters.com.

SPARROW is an equal opportunity employer and will not discriminate against any employee or applicant for employment in an unlawful matter. We celebrate diversity and are committed to creating an inclusive environment for all individuals. SPARROW treats all employees and job applicants on the basis of merit, qualifications, and competence without regard to any qualified individuals' sex, race, color, religion, national origin, ancestry, gender (including pregnancy, breastfeeding, or related medical condition), sexual orientation, gender identity, gender expression, age, physical or mental disability, medical condition, genetic characteristic or information, marital status, military and veteran status, or any other characteristic protected by provincial or federal law.