

Ridwell City Manager

Ridwell is a fast-growing startup that makes it easy to waste less. Currently operating in Seattle and on the Eastside, we are a solution for busy people who want to live more sustainably but are lacking the information and the time to do it. We provide bi-weekly pickups of items for reuse or recycling that are not currently a part of city services but where options exist in our community. Customers love our offering and are passionate advocates for bringing our vision of a practical, zero-waste world to the masses.

About the Role

Our City Manager is responsible for scaling, and continuously improving operations to support the initial hyper-growth phase of our business and beyond in the Seattle market. The mission for this role is to balance the needs of customers, drivers, and employees in providing a reliable service at scale. You will be tracking and improving key performance metrics by outlining and implementing process improvements to drive quality and efficiency enhancements. You will be responsible for keeping our service level high while keeping costs down and fostering a strong culture and high morale among the staff you hire and develop.

Day-to-Day Responsibilities

- Closely monitor pickup metrics to make sure all stops are completed and at a pace that works for both customers and drivers.
- Manage driver scheduling to support local Operations
- Report on driver performance and efficiency on a regular basis
- Monitor driver fleet sentiment in your region and act as the expert on their needs
- Manage the delivery and pickup of our goods to partners. Accurately reflect costs in financial models on a per pickup basis.
- Manage Ops employee scheduling to support local Operations
- Report Ops employee performance and efficiency on a regular basis

Fleet Management

- Source new drivers and make sure we are bringing them onto the platform when our customer growth demands it.
- Creating targeted marketing strategies to acquire new fleet drivers
- Verify drivers pass background checks and hold the insurance necessary to operate on our platform.
- Train drivers, so they can perform their duties in a way that works for them, our customers, and our business.

Personnel Management

- Identify the additional resources needed to perform the operational needs of the business and source, vet, and onboard them.
- Ensure that the costs of additional operations headcount are reflected in our financial models.
- Inspire a positive culture among drivers and operational hires so they reflect our brand and are seen by customers as a key part of Ridwell.

Important Traits

- Ability to problem-solve and think on your feet
- Ability to work independently with a high degree of initiative and drive
- Dependable and accountable to customers, employees, and partners
- Ability to clearly develop and document processes and seek out ways to make them better
- Excellent communication skills; ability to coach and manage others and clearly share insights.
- Love working with data and making data-driven decisions
- Clear understanding of improvement opportunities and the ability to prioritize them based on near and long-term economic benefits to the business.

Qualifications

- 1-3 years managing a team of 1099 drivers
- Bachelor's degree or equivalent
- Experience in managing a team
- Effective communicator – communicates well with staff, partners and drivers

Benefits

- 100% company paid medical and vision insurance
- Unlimited vacation

If you're interested in this role, [please apply here](#). Include your resume/CV or LinkedIn URL. Thank you!