

Bike Share Brand Ambassador

Title: Bike Share Brand Ambassador

Compensation: \$22.27/hr + 4% in lieu of vacation

Employment Type: Full-Time (37.5 hrs per week), Fixed Term Position

Employment Length: This is a fixed term position with a flexible start date between May-August and end in September with possibility of extension

Hours: Typically, shifts fall between the hours of 6:30 am to 10:30 pm, and will include weekend shifts

Vancouver Bike Share (VBS) operates Mobi by Rogers and HOPR UBC. We are dedicated to ensuring the highest quality of shared micromobility service for this important transportation option. Since launching in 2016, we've facilitated millions of trips for more than 350,000 different people. Our team shares a passion for cycling and all of the benefits that come with it – especially when shared!

The **Brand Ambassador** works under the guidance of the Operations Coordinator and Brand Ambassador Team Lead to represent Mobi by Rogers at key events and stations throughout the summer, facilitating the successful start and end of trips and promoting new customer sign-ups. You must enjoy riding bikes (and ebikes) because that is how you will be getting from place to place during your work day (using Mobi of course)!

Responsibilities:

- Represent Mobi by Rogers at events and key stations throughout the summer season
- Assist new members with the sign-up process and educate them on various pass types
- Transport, set up, and tear down booths at public events
- Support the Operations team by ensuring sufficient bike parking availability at key stations
- Deliver a high level of customer service to our members
- Maintain regular and effective communication with the Ops and Customer Service teams
- Take/share photos and short videos that positively represent our brand with the Marketing team
- Carry out additional duties as assigned by Supervisor

Qualifications and Competencies:

- Experience in customer service, education, and/or street promotions
- Comfortable working independently and in a team environment
- Comfortable riding bicycles in an urban environment.
- Ability to engage large, diverse groups of consumers of all age ranges
- Asset: Class 5 or Class 7 driver's license and comfortable driving a small van/truck
- Asset: Knowledge of Mobi by Rogers systems, pricing, and key customer issues

Benefits:

- Competitive wages - we are a certified Living Wage Employer!
- Free use of Mobi by Rogers classic bikes and ebikes
- Free bike tune-ups & repairs by our mechanics
- Discounts on industry gear and services
- Friends & family discounted Mobi membership pricing
- A workplace culture that values: passion, respect, flexibility, sustainability, and fun

***Interested or know someone who is? Apply by sending a resume and cover letter to:
jobs@mobibikes.ca***