



Customer Service Representative, Customer Service

Vancouver - Customer Service - Full or Part-time

Mobi by Shaw Go (operated by Vancouver Bike Share Inc.) is the official bike share program of the City of Vancouver and is part of the City's vision of promoting cycling as a part of daily life. We provide a fleet of almost 2000 bikes and 200 stations as part of our service and share the City's desire to provide sustainable, and convenient transportation options to our members and Vancouver visitors alike.

As an organization we aim to be passionate, respectful, flexible, sustainable, and have fun in everything we do. These are our core values.

We are building a new customer service call centre here in Vancouver. As part of our team you will be ensuring Mobi by Shaw Go riders are supported in all aspects of their bike share experience from here at HQ.

This position might be for you if you enjoy interacting with others, want to make a positive impact to encourage healthy and active living, greenhouse gas reduction, and affordable transportation options, are a self-starter, and enjoy a startup environment.

What you will do:

- Articulate solutions to complex problems via phone, chat, social media, and email.
- Effectively communicate with our field operations team to troubleshoot bicycle and station issues.
- Investigate and follow up on customer requests.
- Record customer interactions and transactions quickly and with accuracy.
- Update customer files and databases.
- Follow company processes and protocols.
- Perform additional duties as assigned by Manager/Supervisor.

General Qualifications and personal traits:

- Previous experience in customer service
- Detail oriented
- Reasonable typing speed
- Excellent verbal and written communication skills
- Friendly demeanour towards others
- Natural ease dealing with the public
- *Asset:* Technical troubleshooting methodology
- *Asset:* Strong interest in cycling and public transportation
- *Asset:* Computer and software knowledge

- **Asset:** A second language such as Mandarin or Cantonese

We are open 7 days a week, and with this being the case, evening and weekend work should be expected. Flexible work arrangements may be possible after initial training.

Compensation: Based on previous experience (\$13.50-\$15.00), benefits available after specific time commitment.

Start Date: We are looking to have the right candidates start as soon as possible.

To apply: email jobs@mobibikes.ca with both a resume and cover letter describing your interest in the role, cycling, bike share, and/or what you can bring to the team.

Location: We are located at Clark and Venables in East Vancouver.

Diversity and Equal Opportunity Employment:

Vancouver Bike Share Inc. is an equal opportunity employer committed to diversity and inclusion. We are pleased to consider all qualified applicants for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, or disability.