

VANCOUVER BIKE SHARE

Title: Customer Service Representative

Compensation: \$21.25/hr + 4% in lieu of vacation

Employment Type: (Remote) Permanent Full-time Position

Hours: Evening coverage, must be able to work weekends

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 300,000 different people. Our team shares a passion for cycling and all of the benefits that come with it - especially when shared!

Customer Service Representatives are the face (and voice) of the company when our riders need help.

Responsibilities:

- Articulate solutions to complex problems via phone, social media, and email
- Effectively communicate with the 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 your Manager

Qualifications and Competencies:

- Clear and concise written and verbal communication skills
- 1-2 years of customer service experience is an asset. Bonus for remote experience delivering friendly and professional remote customer service.
- Confidence and aptitude with computers and software
- Willingness to learn in a dynamic environment
- A positive, can-do, team-oriented attitude
- An organized and detail-oriented mindset
- The ability to work effectively and independently
- A quiet home-office set-up where you can effectively work and take calls remotely (and home PC with needed peripherals)
- An interest and/or experience with cycling and sustainable transportation

Benefits:

- Competitive wages - we are a certified Living Wage Employer
- Extended health and dental benefits plan (100% of premiums covered by VBS)
- Flexible scheduling & remote work
- 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
- Work with others who are passionate about bikes and the sharing economy
- A workplace culture that values: passion, respect, flexibility, sustainability, and fun.

This is a remote role that must be performed within British Columbia.

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