

Customer Service Representative

Compensation: \$22.00/hr + 4% in lieu of vacation

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

Hours: Shifts are scheduled between 12:00PM and 10:30PM, 7 days a week. Weekend availability is required.

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, chat, 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:

- Free use of Mobi by Rogers classic bikes and ebikes
- Bike tune-ups & repairs by our mechanics
- Friends & family discounted Mobi membership pricing
- A workplace culture that values: passion, respect, inclusivity, flexibility, sustainability, and fun!

This is a remote, fixed term position that must be performed within British Columbia. **The position has flexible start and end dates, spanning from April to November.**

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

We strongly encourage applications from women, gender-diverse individuals, Indigenous peoples, people of colour, and 2SLGBTQ+ individuals. At Vancouver Bike Share, we are committed to recruiting a diverse workforce that represents the community we so proudly serve.