



## **Marketing, Events, & Customer Service Assistant, Marketing Team**

Vancouver - *We are currently seeking **seasonal fixed-term (full-time) candidates for May-September** (with option to extend). These assignments are perfect for students and qualifying paid co-operatives. If you are the kind of person lining up your summer work early, we'd love to hear from you before peak season!*

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.

For peak season (May-Sept), we need to expand our Marketing and Customer Service teams.

**About the position:** The ideal candidate will be enthusiastic, passionate and great at promotions and events and looking to gain experience in a fast paced and fun start up environment. You will be responsible for helping to organize Mobi's summer event schedule, helping the summer events team, but also be part of our customer service team fielding calls and emails. This is a full time employment opportunity for the summer. Each team member can expect to work on a variety of tasks related to the overall program health and long term goals which will include some irregular hours including evenings and weekends, and some shift work.

### **Responsibilities include the following:**

- Represent Mobi by Shaw Go at events throughout the summer season at various activations and demo stations
- Promote Mobi by Shaw Go to potential customers
- Respond to customer inquiries via phone, email, social media, and in-person
- Maintain high levels of customer service to our members
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken with a CRM
- Follow Mobi by Shaw Go brand guidelines and engagement protocols
- Operate demo stations to educate individuals on using Mobi by Shaw Go
- Liase with bike share Operations staff
- Create and distribute content for regular and new marketing materials
- Promote and sell individual and corporate memberships
- Assist marketing team with events strategy & planning

**Requires skills and experience:**

- Asset: Minimum one year of experience in sales and/ or marketing
- Asset: experience in customer service, events etc.
- Ability to be a team player
- Class 5 driver license is an asset (not required)
- Financial literacy and cash handling is an asset
- Experience interacting with very large, diverse groups of consumers of all age ranges
- Ability to engage audiences in a meaningful way and enjoy social interaction
- Excitement and interest in bike sharing
- Ability to work various shifts, as assigned
- Cultural competency with regards to engaging diverse communities

**To apply:** email [jobs@mobibikes.ca](mailto: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.

**Start Date:** We are currently only looking for *seasonal fixed-term (full-time) candidates for May-September*. These assignments are perfect for students and qualifying co-operatives.

**Compensation:** \$15 based on experience

**Location:** East Vancouver headquarters and the Mobi service area throughout the City of 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.*