



**Position:** Customer Service, Marketing & Events Assistant, Vancouver Bike Share Inc.

**Location:** Vancouver

**Hours of work:** Full time, Wednesday to Sunday

**Hourly Rate:** \$15/ hour

**Start Date:** May 2018

**End Date:** September 2018

### **Job Description:**

Vancouver Bike Share Inc, a subsidiary of CycleHop, North America's largest smart bike share operator, is looking for a full time Customer Service, Marketing & Events Assistant to support operations during peak season. The ideal candidate will have a love for Vancouver's urban environment and recognizes the potential that a public bike share system has to make our city a better place to live, work & play. The ideal candidate will be enthusiastic, passionate and great at sales, promotions and events and is looking to gain valuable experience in a fast paced and fun start up environment. You will be responsible for helping to organize Mobi's summer event schedule, helping to lead the summer events team, helping with customer service inquiries, and helping with marketing related activities. This is a full time employment opportunity for the summer.

### **Responsibilities**

- Respond to customer inquiries via phone, email, social media, and in-person
- Maintain high levels of customer service to our members
- Correspond daily with the Call Center in Tampa
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken with a CRM
- Coordinate regular mailings of new member packages
- Follow Mobi by Shaw Go brand guidelines and engagement protocols
- Represent Mobi by Shaw Go at events throughout the summer season at various events activations and demo stations.
- Promote Mobi by Shaw Go to potential customers
- Operate demo stations to educate individuals on using Mobi by Shaw Go
- Liase with Operations staff during your shifts, keep balancing crew updated on station status (empty or full stations)
- Create and distribute content for regular and new marketing materials
- Promote and sell individual and corporate memberships
- Assist marketing team with events strategy & planning
- Assist with office administration, day-to-day operations, as others as needed

**Note:** The above description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job. All personnel may be required to perform duties outside of their normal responsibilities due to the nature of work performed to accomplish CycleHop's and Vancouver Bike Share's mission.

**Required Skills and Experience:**

- Minimum one year of experience in sales and/ or marketing
- Minimum one year of experience in customer service, events etc.
- Ability to be a team player
- Class 5 driver license is an asset
- 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, please send a resume, cover letter and your summer availability to [jobs@mobibikes.ca](mailto:jobs@mobibikes.ca)**

**Deadline for applications is Sunday, April 8, 2018 at 11:59pm.**

**About The Industry**

Bicycle sharing is a healthy and sustainable form of active transportation in which bicycles are made available for shared use by individuals on a short-term basis. Proven to be incredibly successful in over 800 cities around the globe, bike share provides a fun and healthy way to commute to work, zip around town and explore a city by bike. By 2017 it is projected that over 100 cities in North America will have bike share programs. Similar to car share, bike share is a fast growing industry.

**About The Company**

Vancouver Bike Share is part of the Cyclehop family, the largest 'Smart Bike' bike share operator in North America, managing municipal bike share programs in over 15 cities.

**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, disability, protected veterans status or any other legally-protected factors.

