



**Position:** Inclusion & Customer Service Coordinator, Vancouver Bike Share Inc.

**Location:** Vancouver

**Hours of work:** Full time (12 month contract)

**Salary:** \$16-\$20/ hour (negotiable based on experience)

**Start Date:** April 2018

Vancouver Bike Share owns and operates Mobi by Shaw Go, the City of Vancouver's public bike sharing system. Here's your chance to join our team.

### **Job Description:**

Vancouver Bike Share Inc, a subsidiary of CycleHop, North America's most experienced smart bike share operator, is looking for an Inclusion Coordinator & Customer Service Coordinator for our new equity program. The ideal candidate has 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. You will be responsible for launching and executing tasks for Vancouver Bike Share's new equity program which aims to reduce common barriers to bike share and allow more people the opportunity to experience the benefits of bike share. The ideal candidate must be extremely organized and enthusiastic, have event planning experience, enjoys corresponding with community members, and is looking to gain valuable experience in a fast-paced startup environment. Must be available to work some evenings and weekends.

### **Responsibilities**

- Meet with equity program participants to welcome them to the program, perform administrative duties, and provide educational information
- Assist with development and implementation of a cash payment system
- Develop and implement member communications to increase and maintain engagement (eg. end-of-membership follow-up program)
- Organize and participate in group rides and other outreach efforts (eg. events)
- Oversee brand ambassadors (outreach champions)
- Plan and oversee new marketing and outreach initiatives to help with equity program growth
- Distribute marketing materials
- Monitor program success and recommend improvements
- Provide Mobi members with great customer service via phone, email, social media, and in-person
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken with a CRM
- Promote and sell individual and corporate memberships
- Assist with office administration and day-today operations 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:**

- Degree or diploma in a relevant field as asset
- Minimum one year of experience in sales and/ or marketing
- Minimum one year of experience in events, customer service, etc.
- Experience working with key stakeholders such as community groups, low-income support groups, municipalities, the general public, etc.
- Excellent organization and communication (written and verbal) skills
- Basic computer skills, knowledge in Google Drive is an asset
- Event planning and marketing experience
- Ability to engage audiences in a meaningful way and enjoy social interaction
- Ability to be a team player
- Cultural competency with regards to engaging diverse communities
- Excitement and interest in bike sharing
- Financial literacy and cash handling is an asset
- Class 5 licence is an asset

**To apply, please send a resume and cover letter in pdf format 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, colour, religion, sex, sexual

orientation, gender identity, national origin, age, disability, protected veterans status or any other legally-protected factors.