



## **Customer Service Specialist (Vancouver, BC)**

**Position:** Customer Service, Specialist Vancouver Bike Share Inc.

**Location:** Vancouver

**Hours of work:** 40 hrs a week

**Hourly Rate:** \$14/ hour

**Start Date:** Immediately

Bike Share is now in Vancouver!

We are in search of a few highly engaging bike enthusiasts to join our customer service team! This summer 1500 public bikes at 150 stations will be installed by our team and we need strong team players to help us get it done. Join the team behind the scenes and play a crucial role in getting the system up and running. You will play a critical role in maintaining a positive customer experience and helping to improve the system as it grows.

### **About the Position:**

The **Customer Service Specialist** is responsible for customer relations, marketing efforts, and membership fulfillment. This position will work closely with clients, both current and potential, over the phone, through email, and social media. Additional work assisting other departments should be expected from time to time. Work will primarily take place in the office with the core management team and customer service staff will also work directly with our primary call center in Tampa, FL.

The ideal candidate is someone who has good communication skills, a creative and determined mindset, is comfortable with technology, and the flexibility to quickly evolve in a rapidly changing work environment. Customer service shifts include evenings and weekends, so you must be willing to work these shifts.

### **Position Requirements:**

Required Skills and Experience:

- Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken with a CRM.
- Self-motivated and a commitment to excellence with proven success in completing multiple assignments.
- Willingness to learn new systems and be flexible in a rapidly changing workplace.

#### Preferred Skills and Experience:

- Post-secondary education
- Previous customer service experience and call center experience
- Fluency in French, Mandarin, Cantonese, Punjabi and/ or Spanish
- Love for bikes, sustainability, and community building!

If you would like to be considered as an applicant, please respond to this job posting by providing your resume and a short cover letter describing your interest in cycling, bike share, and what you can bring to the team. Both the cover letter and resume should be submitted in .pdf format.

#### **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.