



Job Description and Posting
MEMBER SERVICES AND ADMIN COORDINATOR
Full time/permanent
Starting Salary (includes on-call pay): \$45,500

Peg City Car Co-op was born from a desire to radically rethink Winnipeggers' relationship to the car. We are obsessed with delivering the best possible carsharing experience to our community so that our members can live without the financial burden and hassle of car ownership. Co-operative and sharing economy values are the foundation of our service. Working for Peg City Car Co-op means being part of a team that delivers an unparalleled level of member focus, and where access to urban mobility, connection to people, and passion for innovation come first.

Purpose

The Member Services Coordinator is the first line of contact with our members and community. Through consistent brand messaging and quality member care, the position works to maintain community engagement, as well as member satisfaction, retention, and growth.

Responsibilities

Working in conjunction with the rest of the team, the Member Services Coordinator is responsible for **building and maintaining** positive relationships with our members and community. The position reports to the Managing Director. The core responsibilities of the role are:

- Coordinating member services, including new member applications, orientations, withdrawals;
- Responding to member service requests and troubleshooting and resolving issues;
- Answering member calls during bi-weekly weekend on-call duties and occasional weekly on-call duties;
- Helping to refine product and service delivery for increased member satisfaction;
- Improving member service standards through the refinement and implementation of standardized operating procedures;
- Maintaining member records and documents in adherence with privacy requirements;
- Conducting community outreach and attending tabling events;
- Working with marketing and communications to maintain and update website as needed;
- Developing social media ideas with marketing and communications;
- Maintaining relationships with local businesses and community partners;
- Completing basic bookkeeping duties, such as bill payments and cheque preparation, and other office administrative duties;
- Maintaining Peg City Car Co-op's financial and administrative records;
- Providing support to the Managing Director as needed to complete their duties; and
- Completing other tasks as required.



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What We Need

We need someone who is dedicated to helping us continue to grow the carsharing market in Winnipeg. Working at Peg City Car Co-op is both rewarding and challenging. It requires an individual to task switch in a fast-paced environment. We're looking for someone who has:

- Extensive experience in a customer service position;
- Experience in an administrative assistant position;
- Conversance with Quickbooks for business, especially accounts payable and receivable;
- Expert proficiency with electronic communication and devices (e.g. smartphones and apps);
- Competency in Excel, WordPress, and Microsoft/Google Docs Suite;
- Project management skills;
- Availability for bi-weekly weekend and occasional weekly on-call duties; and
- A valid 5F license with a clear driver's abstract.

Attributes

Our business is built on a high standard of member care. We strive to exceed member expectations. Over the past ten years, we've continued to build a carsharing market from the ground up in Winnipeg. The kind of person who would excel in this role has:

- Excellent people and communication skills (warm demeanor and an eagerness to help);
- An ability to work proactively (a self starter who can to initiate projects and does not need direct supervision);
- Proficiency in task switching and the ability to stay organized under pressure;
- A drive to work in a fast-paced environment;
- The utmost level of professionalism and attention to detail;
- The ability to work alone and in a team environment;
- A desire to learn new things and adapt quickly;
- The ability to work a varied schedule including evenings and weekends;
- Basic knowledge of Winnipeg geography; and
- The ability to respond to time-sensitive vehicle issues.

What we offer

Peg City Car Co-op is a growing company with room to move and opportunity to grow. We invest in our staff. We are a friendly company that strives to create a safe, respectful, and satisfying work environment. We provide competitive wages to our staff, as well as full health insurance benefits and vacation packages.



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How to apply

Please send a cover letter and resume in PDF format to [hiring@pegcitycarcoop.ca](mailto: hiring@pegcitycarcoop.ca). Email should have the subject line: **Member Services Coordinator Hire**. The deadline to apply is **September 18, 2022 at 11:59 pm**. Only those selected for interviews will be contacted.

Thank you for your interest in Peg City Car Co-op!