



Job Description and Posting
MEMBER SERVICES SUPPORT
Part-Time, Permanent: guaranteed 16 hours a week
Starting Salary: \$20/hr + on-call pay

Peg City Car Co-op is Winnipeg's first and only carsharing company, operating nearly 140 vehicles around central Winnipeg. Our passion for creating more livable communities is what drives us, and we aim to do this by reducing private vehicle ownership. Join a growing team and a local cooperative that provides sustainable shared-mobility options for Winnipeggers with an unparalleled level of member focus.

Purpose

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

Hours

This is a part-time, permanent position with 16 hours guaranteed per week (typically two eight-hour shifts). More hours may be required, depending on need. As Peg City grows, there may be an opportunity to grow into a full-time position.

Responsibilities

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

- Process member applications and withdrawals;
- Complete in-office member intake and orientation;
- Take phone calls, respond to emails;
- Resolve urgent issues and troubleshoot technical problems with software and vehicles;
- Answer questions about Peg City Car Co-op's carsharing offering, website, and software;
- Communicate about Peg City's policies and terms of service;

- Address and de-escalate customer complaints;
- Perform various administrative tasks;
- Work with our full-time Member Services Coordinator Team to develop, improve and optimize member communication;
- Maintain member records and documents in adherence with privacy requirements;
- Conduct community outreach and attend tabling events;
- Field calls from members requiring remote assistance during on-call hours.

What We Need

Working at Peg City Car Co-op is both rewarding and challenging. We're looking for someone who is dedicated to helping us continue to grow the carsharing market in Winnipeg. As a customer-focused organization, we're looking for someone who has:

- Extensive experience in a customer service position;
- A strong team player and collaborative spirit;
- Experience in an administrative assistant position;
- A high comfort level with software and apps;
- Expert ability to communicate effectively over multiple platforms;
- Well-developed project management skills;
- Competency in Excel, WordPress, and Microsoft/Google Docs Suite;
- Availability for seven-day evening on-call shifts; 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 twelve years, we've built and expanded 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 demeanour and an eagerness to help);
- An ability to work proactively (a self-starter who can 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;
- A rudimentary understanding of how cars work (e.g. starter kill, accessory mode, e-brake, check engine lights, tire pressure);
- The ability to work a varied schedule, including evenings and weekends;
- A basic knowledge of Winnipeg geography; and
- The confidence to collaborate with and dispatch staff to address time-sensitive vehicle issues.

What We Offer

Peg City Car Co-op is a growing company with room to move and the opportunity to advance. Personal and professional growth is important to a satisfying work environment, so we invest in our staff with training, flexible holidays, collaboration, and professional development. Our small and friendly team strives to create a safe and respectful environment. We value our employee's time and energy, team celebrations, and a fully stocked snack cart. Peg City provides competitive wages to its staff, as well as full health insurance benefits and vacation packages.

How To Apply

Please send a cover letter and resume in PDF format to hiring@pegcitycarcoop.ca. The email should have the subject line: Member Services Support Hire. The deadline to apply is October 4, 2023, at 11:59 pm. Only those selected for interviews will be contacted.

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