



Job Description and Posting
MEMBER SERVICES COORDINATOR
Full-Time, 10-month Term Position
Starting Salary: \$43,800 Equivalent + On-Call Pay

Peg City Car Co-op is Winnipeg's first and only carsharing company, serving nearly 5000 members around central Winnipeg. Our passion for creating more livable communities by reducing private vehicle ownership is what drives us. Join our team of Member Service Coordinators who work to provide the best member experience possible. You'll be part of a local co-operative providing sustainable shared mobility for Winnipeggers with an unparalleled level of member focus.

Purpose

Member Services is the first line of contact with our membership and community. Through consistent messaging and quality member care, the position maintains community engagement, member satisfaction, retention, and growth.

Hours

This is a full-time, term position with 40 hours per week, 9:00 a.m. to 5:00 p.m. Work days include a mix of weekdays and weekends.

The term will run from October 1, 2025, to August 1, 2026. The position may be expanded to permanent employment by the end of the term.

Responsibilities

Working in conjunction with the rest of the team, the Member Services Coordinator 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 and 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 basic administrative tasks;

- Work collaboratively with others in the Member Services Department to develop, improve, and optimize member communication;
- Maintain member records and documents in adherence with privacy requirements;
- Participate in social media videos as needed;
- Be on call in rotating shifts;
- Perform other duties as assigned.

What We Need

Working at Peg City Car Co-op is both rewarding and challenging. We're seeking an individual dedicated to helping us expand the carsharing market in Winnipeg. As a member-centred organization, we're looking for someone who has:

- Extensive experience in a customer service position;
- A collaborative, team player spirit;
- The drive to help others;
- Some experience in completing administrative tasks;
- A high comfort level with software and apps;
- Expert ability to communicate effectively over multiple software platforms;
- Well-developed organizational and task management skills;
- Knowledge in Excel, WordPress, and Microsoft or Google Docs Suite;
- Availability for evening on-call shifts as scheduled;
- A basic knowledge of Winnipeg geography.

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. The kind of person who would excel in this role has:

- Excellent people and communication skills;
- The desire to help people and foster community;
- Proficiency in managing multiple tasks 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 in a collaborative environment while staying motivated when working alone from time-to-time;
- A desire to learn new things and adapt quickly;
- An interest in learning the basics of how cars work;
- The aptitude to collaborate with and dispatch remote fleet staff to address time-sensitive issues.

What We Offer

Peg City Car Co-op is a growing company that offers comprehensive training and opportunities for growth.

Health benefits will be extended after 90 days of employment. Given that this is a term position, paid time off and RRSP benefits will not be offered initially. Vacation will be dispersed through payroll instead. If the position is extended to permanent, these and other benefits will be afforded to you.

We invest in staff and nurture a workplace that is both respectful and rewarding.

How To Apply

Please send a resume and a letter with your name and answers to the following three questions:

- *Why are you interested in the Member Services role at Peg City Car Co-op?*
- *What was an instance when you felt really proud of how you assisted someone?*
- *Peg City is a co-operative focused on community and great service. What does great service mean to you?*

We also ask that you send us a 60-90 second video introducing yourself and sharing something you'd like us to know about you.

Please send both the letter and the resume as separate PDF files, along with the MP4 video, to recruitment@pegcitycarcoop.ca. The email subject is **Member Services Coordinator Hire**.

The deadline to apply is August 11, 2025, at 11:59 pm. Only those selected for interviews will be contacted.

Peg City is committed to hiring individuals who reflect the diversity of the communities we serve. We value the unique perspectives and experiences that individuals from different backgrounds bring and actively encourage applications from underrepresented groups.

Applicants must be Canadian citizens, permanent residents, or temporary residents of Canada with a valid Canadian work permit.

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