



WHO WE ARE

Modo is about transforming communities by connecting people with places in a way that's affordable, convenient, inclusive and sustainable. We are a pioneer in the carshare sector. In fact, we were the first to open shop in Vancouver and Victoria back in 1997. Modo has remained the only member-owned carshare co-operative – driven by people – and fueled by our desire to create more livable communities by reducing our collective dependency on car ownership. Our promise is to provide exceptional value, convenience, choice and an enjoyable carsharing experience. Modo's employees take pride in being part of an inclusive, passionate, and growing team. For more information on Modo, please visit our website at www.modo.coop.

WHAT OUR CONTACT CENTRE AGENT WILL DO

As part of the integral Member Loyalty Team, you will report to the Member Loyalty Team Manager and provide contact centre support, manage service records, route calls and emails as appropriate, follow up with customers to provide issue resolution and maintain exceptional customer service standards. **We are seeking qualified individuals able to commit to weekend, evening shifts from 5pm to 1am.**

The skills and abilities we are looking for include, but are not limited to, the following:

- Provide exceptional levels of customer service, dispute/problem resolution and product knowledge to customers
- Maintain database integrity and data quality
- Record and manage all information in a detailed and accurate manner
- Fluency with email and internet, as well as MS Office suite
- Typing speed 65 words per minute minimum
- Proficiency using Google maps
- Driver's license and familiarity with vehicle driving basics

THE ATTRIBUTES WE ARE LOOKING FOR

Our business is built on exceptional member service. We set the bar high with our standards of service and strive to exceed member expectations. To excel in this position, you need to be prepared to deliver outstanding service by having:

- A pleasant and professional phone manner
- Excellent communication skills – verbal and written
- The ability to proactively meet member needs and resolve problems if they arise
- Strong personal initiative
- The ability to work effectively in a team environment
- Basic knowledge of Metro Vancouver geography
- Basic knowledge of the Motor Vehicle Safety and Inspection Standards for BC
- Front-line customer service experience, a working understanding of the concept and practice of carsharing and/or knowledge of our online booking system are assets



WHAT WE OFFER OUR EMPLOYEES

Modo attracts and retains the best. There is room to move and opportunity to grow in an exciting and evolving sector. We are a fun and friendly company with a personable and professional member service offering. If you like working with a successful team and representing a longstanding, recognized and well-respected brand, this job would be perfect for you. We have plans for growth and maximizing member service and want the right people to grow with us. We offer a one-to-one training program and a supportive team who is committed to your success. We also offer a flexible work schedule and a competitive wage based on experience.

HOW TO APPLY

Please submit your resume and cover letter in PDF format to jobs@modo.coop. Only applicants providing a strong cover letter and resume in the correct format will be considered. Due to the anticipated volume of applications, only those selected for interviews will be contacted. We thank you for your application and appreciate your interest in Modo.