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### **WHO WE ARE**

Modo's Purpose is to transform 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, not profits – 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. We are a fun and friendly workplace, and employees report 100% connection to our Purpose. Read more about Modo at [www.modo.coop](http://www.modo.coop).

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### **WHO WE NEED**

We are looking for an exceptional individual to join our top-rated contact centre, the Member Care Team, on a full-time basis. Our team is the heart of Modo and has consistently achieved 97% customer satisfaction scores for the last few years, and we aim to do even better.

You will provide contact centre support, manage service records, route calls and emails as appropriate, follow up with members to provide issue resolution and maintain exceptional customer service standards. We are recruiting for either our Vancouver or Victoria office. We are seeking qualified individuals able to commit to a permanent schedule.

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

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### **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, and ability to interact in-person with members of the public
- 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 and independently
- Basic knowledge of Greater Victoria and 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



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**WHAT WE OFFER OUR EMPLOYEES**

Modo strives to attract and retain the best. 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, and enjoy working independently, 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.

Our Victoria office is located in the innovative co-sharing work space Club Kwench, on trendy Front Street. It is a vibrant and exciting work space to be a part of. Modos will be moving with Club Kwench to its brand new, purpose-built space that includes all the amenities of club membership.

Our Vancouver office is located in the heritage Rogers Building downtown. Our office was renovated in 2017 with custom designed furniture, and we are set for further expansion this spring. A mix of open-space and shared offices are the perfect setting for our open-door, welcoming, and flat organization.

We offer a training program and ongoing coaching and development, and a supportive team that is committed to your success. We are a certified Living Wage employer, and work harmoniously with Unifor Local 3000 representing the members of the contact centre. We offer health and dental benefits, a discount on Modos personal carsharing, and an irreplaceable work culture.

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**HOW TO APPLY**

Please submit your resume and cover letter in PDF format to [jobs@modo.coop](mailto: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 Modos.

**Please note that we are seeking to fill one position, to work either from Victoria or Vancouver.**