



Peg City Car Co-op seeks Member Services Coordinator

We're looking for someone who is passionate about sustainable transportation and is keen to help make carsharing a practical, convenient and cost-effective solution for more Winnipeggers. If you are someone who likes a variety of responsibilities and working with a small, tight-knit team, this is for you. Care to join us?

About the Position

The Member Services Coordinator position pays \$17 per hour for 40 hours per week and starts with 3 weeks paid vacation. The position includes sharing on-call duties for evenings and weekends, which is compensated at a flat rate of \$120 semi-monthly (taxable). Being on call requires use of a personal smart phone and may occasionally require travel to vehicle locations for which a bus pass or tickets are provided. In recognition of the need to use a personal phone for work activities, the Member Services Coordinator is reimbursed an additional \$40 per month.

Primary Responsibilities

- Coordinate member services, including new member applications, orientations and responding to member service requests or resolving issues
- Maintain member records and documents in adherence with privacy requirements
- Conduct outreach and implement marketing plan to increase membership
- Participate on marketing committee and attend monthly meetings
- Maintain website and member communications, including social media
- Maintain relationships with 'Shop Local' partners
- Help refine product and service delivery to increase member satisfaction
- Conduct annual member survey and report results
- Complete basic bookkeeping duties, such as bill payments and cheque preparation, and other office administrative duties
- Provide information about Peg City Car Co-op in a friendly, professional manner
- Provide support to the Operations Manager as needed to complete their duties
- Other tasks as required

Requirements:

- Hold a valid Manitoba Class F driver's licence and clean driving history
- Conversant in Excel, Word, MailChimp, WordPress, Twitter, Instagram, Facebook
- Possess a strong self-starter personality
- Able to work independently and find solutions
- Desire to learn new things and able to adapt quickly
- Able to work a varied schedule including evenings and weekends
- Able to respond to time-sensitive vehicle issues

** Bonus points for experience with QuickBooks and bookkeeping

How to Apply

Email your cover letter and resume to info@pegcitycarcoop.ca and indicate "Member Services Coordinator Application" in the subject line. In the cover letter, please explain what you know about Peg City Car Co-op and carsharing, and why you feel you would be an excellent fit with the organization.

Please also note in your cover letter if you:

- are a graduate from a post-secondary institution within the last three years; and
- are between the ages of 15-30.

Deadline for Submission: November 14, 2016