



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, 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. Read more about Modo at www.modo.coop.

During this exciting time of growth, we are recruiting for a proven leader to guide our customer service group, the Member Loyalty Team. Based out of our downtown Vancouver office, our ideal candidate will continue to enhance the member experience and drive member loyalty while fostering a spirit of exceptional service.

WHAT OUR CONTACT CENTRE MANAGER WILL DO

You will contribute to the fulfillment of Modo's Purpose and its operational success by leading a team that provides contact centre support as well as in-person service to Modo's membership. Reporting to the CEO, you will develop service objectives for day-to-day operations, and provide coaching and performance evaluations for agents. As the Member Loyalty Team Manager, you will handle escalated service issues and represent Modo as customer service support for special projects, when required.

In addition to directly leading the Member Loyalty Team, as part of Modo's Leadership Team, you will contribute by providing input into Modo's overall strategic planning, and lead and support the execution of operational projects.

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

- A minimum of 5 years of experience as supervisor or manager of a contact centre with both in-house and remote agents; managing in a unionized environment is an asset
- Exceptional written and verbal communication skills; writing samples may be requested
- Strong customer service and de-escalation skills
- Strong analytical, reasoning, and problem solving skills
- Strong time and project management skills; previous project management experience is an asset
- Strong aptitude for various technology applications such as contact centre platforms, messaging applications, and information systems
- Degree or diploma in applicable area
- A valid Class 5 driver's license with at least three years of clean driving history

THE COMPETENCIES AND 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. We are also looking for a proven leader who is ready to take the reins during an exciting phase of our growth with the right set of competencies and core values to fit with our team.

To excel as the Member Loyalty Team Manager, you need to be prepared to deliver outstanding service by having:



Job Posting
CONTACT CENTRE MANAGER

- A collaborative approach to leadership and decision-making
- An ability to synthesize large quantities of data to produce decisions that align with our strategy
- An ability to motivate and coach others both within the team and across the organization, to help foster future leadership at Modo
- A genuine desire to help create vision, build on the Purpose, and inspire others to do so as well
- A strong sense of accountability, personal initiative and willingness to get involved at any level when required
- A true passion for delivering exceptional customer service

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.

Modo encourages and welcomes all qualified candidates. We pride ourselves on being an equal opportunity organization and encourage applications from all individuals, including those identifying with traditionally underrepresented groups. We are dedicated to maintaining a healthy, productive, and respectful work environment, free from bullying harassment, and discrimination, and in which all are treated with dignity.

We are a supportive team who are committed to your success. We offer a competitive wage based on experience, with eligibility for medical and dental benefits, other soft perks, and the opportunity to work with one of BC's most reputable co-ops.

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.