



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 back in 1997. Modo has remained the region's 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 and customer service, convenience, choice and an enjoyable carsharing experience.

Modo is a thriving co-op in the fast-paced and competitive shared mobility sector, and our employees tell us they are 100% connected to our Purpose. We work hard and take time to celebrate our successes. We share a passion for social purpose and have each other's backs. You'll be making a significant contribution to your community, by redefining the shared mobility landscape.

We are now seeking a qualified individual to join our growing Agile development team in Vancouver during an exciting phase of growth in our organization.

WHAT OUR UI/UX DESIGNER WILL DO

As a critical advocate for Modo users, you will ensure our booking platform, *Engage*, is easy-to-use with functional and appealing features. Reporting to Modo's Director of Information Systems, you will join an innovative development team as Modo's first UI/UX Designer. You will gather and evaluate user requirements, design graphic and navigation components, and work closely with the development team to implement these designs. In short, you will help Modo fulfill our promise of an exceptional member experience.

Your responsibilities will include:

- Evaluating user requirements in collaboration with stakeholders, product owners, and developers
- Designing low to high fidelity UI prototypes for desktop and mobile interfaces, including wireframes
- Creating UX documentation, such as site maps, process flows, customer journey maps, and storyboards
- Identifying UX problems through user interviews and research
- Validating proposed UX designs with user-testing, as appropriate
- Making recommendations for design improvements based on user feedback
- Working with software developers to implement designs
- Developing and maintaining project style guides

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

- Diploma or certificate in UI/UX design, or equivalent experience (1-2 years)
- Proficiency with design and prototyping tools (eg. InVision, Sketch, Figma, Adobe XD, Zeplin, Adobe CS or similar tools)
- Knowledge of UX best practices for desktop and mobile devices
- Experience working in an Agile/Scrum environment with software developers
- Experience designing UI/UX for SaaS projects



- Experience designing to meet accessibility standards (WCAG 2.1 Level AA)
- Experience developing or improving design processes
- Experience using collaboration tools (eg. Trello, Jira, Github, GitLab or similar tools)

THE ATTRIBUTES WE ARE LOOKING FOR

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

- The ability to understand user goals and advocate for them
- Strong communication skills, specifically the ability to explain design decisions to non-designers
- Strong time management skills
- A demonstrated service-oriented attitude
- A passion for local and social purpose businesses

WHAT WE OFFER OUR EMPLOYEES

Modo attracts and retains the best. This is an exciting time for Modo and this position provides an opportunity to make your mark in an evolving industry. 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.

You will have continued support from a close-knit team who are committed to your success. We offer a competitive wage based on experience, benefits, and vacation pay.

HOW TO APPLY

Please submit your application package to jobs@modo.coop. In addition to your resume and cover letter, your application package should include an up-to-date portfolio demonstrating recent work (web link is acceptable). In your cover letter, please let us know why you'd be a great fit for Modo.

Only applicants providing a strong application package 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.