



**Customer Service Representatives – Social Bicycles
Eugene, OR
Job Description**

About Social Bicycles

Social Bicycles (SoBi) builds the next generation of urban mobility: bicycle sharing systems that are smarter, cheaper, and faster to deploy than traditional bicycle sharing programs. Instead of dock-dependent systems, SoBi makes smartbikes with on-board GPS, wireless connectivity, and an integrated electro-mechanical lock. Our team of mechanical engineers, electrical engineers, industrial designers, and software engineers produce every aspect of our industry-leading bike share platform in-house. SoBi is expanding rapidly, with over 35 programs and counting across the United States, Canada, Europe, and Australia.

SoBi has an immediate need for empathetic, enthusiastic people to fill roles as part time Customer Service Representatives to handle inbound customer service inquiries from programs around the country, including Eugene Bike Share which will launch in Fall 2017. SoBi seeks people who are excited about urban mobility and the impact bike share can have on community livability who are interested in helping to create our new customer service department. This is a ground floor opportunity. Applicants must be available to work evenings and weekends, remotely from home, using their own phone and internet connection until we are able to secure dedicated office space in conjunction with the launch of Eugene Bike Share.

SoBi is a rapidly growing team of urban planners, engineers, designers, and cycling devotees. We place tremendous value on our Company's roots and culture: a mix of ingenuity, hard work, sense of purpose, and dedication to a vision. All candidates should have the experience, competence, and enthusiasm to dive in headfirst and rapidly solve complex and exciting problems. This job opportunity offers a unique chance to join a growing team and make a big impact.

About The Job

As a Customer Service Rep, you will respond to inbound calls, emails, text messages, and social media posts to assist riders of SoBi systems across a small but rapidly growing set of city bike share systems. Working under the direction of the SoBi Customer Service Manager, you will assist with issue response and resolution; process development, improvement and documentation; and rider conversion. Customer Service Agents will learn all aspects of the SoBi smartbike and equipment, as well as the backend software platform, and third party tools to support customer service. Ideal candidates will have some customer service experience, be great problem solvers, work well as a team player, speak both English and Spanish, and be excited about bike share! Training on bikes and software will be provided to reliable candidates who possess friendly and helpful attributes.

Job Duties:

- Answer calls and respond to emails from SoBi customers
- Track issues to resolution using provided software tools
- Assist with procedure development and improvement



- Assist with various customer service projects as assigned
- Receive training in all requisite aspects of SoBi equipment and software

To Qualify You Must:

- Be available for weekend and evening shifts
- Have a computer and reliable internet connection and a phone with unlimited minutes
- Create a quiet personal workspace, as you will be working from home until office space is secured (late summer or early fall).
- Enjoy working in an environment that provides customer and client services
- Ability to be both self-directed and to work well in a collaborative team environment
- Have a High School diploma or a GED, college degree preferred
- Have at least 1 year of general customer service experience
- Be comfortable with customer complaints and ambiguity, and be able to exhibit tremendous patience
- Ability to follow directions and maintain a high level of communication with a remote support staff
- Demonstrate a “can-do” attitude
- Excitement and interest in bike sharing a must
- Fluency in Spanish a plus

Compensation:

\$15 per hour. Positions are part time to start with evening and weekend availability required. There is an opportunity for full time + benefits within 6 months for high performers, as we grow.

Equal Opportunity Employer

It is the policy of SoBi to provide employment opportunities without regard to race, color, religion, creed, ethnicity, national origin, ancestry, alienage, citizenship status, age, marital status, partnership status, disability, medical condition, sexual orientation, gender, military status, prior record of arrest or conviction (except as permitted by law), predisposing genetic characteristics, or status as a victim of domestic violence, sexual offenses and stalking, and to maintain an environment free of harassment on any of the above-noted grounds, including sexual harassment or retaliation.

SoBi maintains a drug-free workplace.

SoBi strongly encourages diverse candidates to apply.

Drop us a note at jobs@socialbicycles.com if you are interested. Please include the words “Customer Service Rep” in the subject line.