

## **Spokesperson**

Position Announcement

### **Job Summary**

Explore Bike Share is hiring a Spokesperson to join our team. Ideal candidates must be energetic, enthusiastic, eager to listen to customer issues, and offer unique and innovative solutions to each concern. The successful candidate for this role will have a clear understanding of Explore Bike Share customer service policy, excellent customer service skills, good attention to detail, and strong desire to work outdoors. Customer satisfaction is critical to our ongoing success of Explore Bike Share.

### **Responsibilities and Duties**

- Assist bike share customers across the network of 40 bike stations.
- Respond to questions and concerns in person, and via phone or email regarding business issues.
- Maintain a high level of professionalism with every customer and establish a positive rapport.
- Ability to provide clear instructions and guidance to a wide range of customers.
- Assist with EBS bike rides and other events.
- Process refunds and other financial adjustments as needed.
- Work with management to stay informed of any changes in company policies and practices.
- Impact organization success by resolving issues/concerns to help ensure customer loyalty.
- Communicate customer feedback to management, marketing, and operations team members.
- Prepare documents and reports for future reference.

### **Skills and Qualifications**

- Minimum age is 19.
- College or trade school enrollment, or equivalent professional experience.
- Ability to remain professional and courteous with customers at all times.
- Have strong computer skills and the ability to learn how to use proprietary software quickly.
- Possess the ability to communicate effectively in person, over the phone, by email, and text.
- Exhibits self-motivation, the ability to multitask and pay close attention to small details.
- Display the ability to work in a collaborative and team-oriented environment.
- Possess a strong desire to contribute to the success of Explore Bike Share.
- Availability to work weekends, holidays and some evenings on a regular basis.
- Proficiency in Spanish or other foreign languages is a plus.

### **Benefits**

This is a regular, part-time position requiring 20-30 hours per week. Compensation starts at \$15 per hour and will be commensurate with experience.

Job Type: Full-time

Salary: \$15.00 per hour