Experience and Fulfillment Specialist

A Bit About Us

Urban Machina Inc. (UMI) was founded on the need to improve the urban commute. We strive to make the "One-Car-Less" vision achievable by providing the public with an eco-friendly, fun and alternative way to commute. We are the exclusive distributors in Canada for various brands of foldable electric kick-scooters.

What You'll Do

As a UMI Experience and Fulfillment Specialist;

Sales: you will handle all phone, online and in-person inquiries, helping customers pick out their dream electric scooter. You'll get to learn about some of the smartest products in the electric scooter industry, make thoughtful recommendations to our customers, and carry-on meaningful relationships with riders in your community.

Fulfillment: you will complete order fulfillment from our online orders, including, but not limited to, packing of accessories and parts, arranging pick up and delivery with our partner couriers, and following up on any issues that arise during the delivery of our products.

The pace is fast, the customers are curious, and having an all-for-one, customer-centric team mentality is huge. We value hospitality skills first, and we love people who are eager to learn. If you're already an electric scooter rider, that's awesome. If not, we'll train you. The key is that you know how to treat customers, evaluate their needs, and exceed their expectations.

What You'll Bring To The Team

• A positive, pitch-right-in attitude and motivation to help every customer find what they need

- Fantastic hospitality—a warm, approachable manner, great listening skills, and a drive to help in any way you can—even on the toughest, busiest days
- Great communication with customers, teammates and our partners
- A desire to cultivate customer relationships
- A commitment to deliver the best possible riding experience for each customer
- Attention to details to manage multiple order fulfillments

Basic Qualifications & Skills

- Prior sales experience preferably in a customer-focused environment
- Enthusiastic, energetic and personable professional demeanor
- Ability to multitask and handle stress
- Excellent written and verbal communication skills
- Ambitious, hardworking and team-oriented
- Technologically savvy with proficiency with MS applications (Word, Excel, etc)
- High school graduate or equivalent