



Job Posting

Member Services Manager

About Skipper Otto Community Supported Fishery

Skipper Otto Community Supported Fishery is a sustainable seafood subscription program that provides premium quality, totally traceable, sustainable seafood directly from BC fishing families to seafood-loving home-cooks across Canada. We're transforming the way seafood is produced, consumed, and valued. Founded in 2008, Skipper Otto was the first Community Supported Fishery in Canada, and one of the first world-wide.

Skipper Otto is a great place to work and our rapid growth makes now a fantastic time to join us! We have a strong, supportive team with a growth mind-set and a culture of positivity, creative problem solving, collaboration, and fun. We value people, communities, and environmental and social justice.

Learn more about us at: www.skipperotto.ca

Who are you?

You're an energetic team player who loves people and helping them. You are an empathetic and active listener with fantastic communication skills, both written and verbal. And you're the kind of person who uses their creative problem-solving skills to find solutions that meet everyone's needs. You're a detail-oriented, reliable, self-starter with a drive for constant improvement who can see what needs to be done, take initiative, and get it done, often developing and sharing creative new ways of doing things. You are enthusiastic, fun, positive, and personable.

And while you are super smart and capable, you're also not above rolling up your sleeves and just doing whatever needs to be done, even when it's not the most glamorous thing. You're excited about learning and working in a great company with a great team toward a shared vision for a more just and sustainable world.

You might also

- Have university degree or comparable work experience
- Have experience in a small, growing company
- Have a track record and skills to offer customer service that is both professional and endowed with humanity
- Be familiar with and have an interest in the local food movement, sustainable food systems, and/or fishing
- Have management experience of a small tight-knit team
- Be familiar with and interested in local food movement, sustainable food systems, and/or fishing
- Have experience with CRM software systems as well as online communication systems and platforms

The Member Services Manager is a newly created role to help manage the growth that Skipper Otto has experienced over the past few years and especially in 2020. You will be the main point of contact for Skipper Otto members as they navigate the online experience of becoming members and using their membership credits. The role will evolve over time: initially, you'll handle all member contacts; then you'll develop new systems for managing the flows of member communication; and eventually you'll help build and oversee a team of member service agents. You will be part of our small team and collaborate closely with our other fun, hard-working, and fantastic team members to ensure accurate and up-to-date communication to members in regard to both marketing and operational messaging. You'll work in our modern Kitsilano office at 1965 West 4th Avenue and report to our COO.

Specific Responsibilities

The Member Services Manager will:

Provide Exceptional Customer Service for our Members

- Engage in member communication through emails and phone calls.
- Ensure members and prospective members get amazing prompt and caring service.
- Develop a thorough understanding of the Skipper Otto online member platform in order to troubleshoot and solve member problems and special requests with regards to memberships and orders.
- Oversee member pick-ups at the False Creek Fishermen's Wharf on Thursday evenings
- Be adept at communicating the Skipper Otto story and benefits of membership to prospective members by phone and email.
- Reach out to groups of members as needed to sort out unexpected changes to orders.
- Maintain and update member records to create a customized membership experience.

Foster Effective Team Communication

- Identify potential issues in operations or communications through feedback from members and prospective members.
- Gather and share qualitative market research through interactions with the public and members.
- Identify, track, and report obstacles to member onboarding and member satisfaction.

Build and Lead a Top-Notch Customer Service Team

- Develop and oversee a training system for onboarding customer service agents.
- Lead the hiring of new member service agents as the volume of work increases.
- Schedule the member services team (once established).
- Evaluate and give constructive feedback to the member services team.

Make Informed and Meaningful Contributions to the Strategic Plan

- Develop and monitor systems for tracking changes in member communication trends.
- Collaborate in the development and implementation of new software tools to ease member communication including chat bots, online tutorials, and text message systems.
- Participate in annual budget planning for member services staff and tools.

Responsibilities are likely to change over time based on the company's seasonality and continued growth.

In all your areas of responsibility, you'll be expected to consider new ways of tackling the growth of the company. The systems that have taken Skipper Otto to this stage of its growth are not going to be the same ones that will work as it continues to grow.

Compensation

- The annual salary is dependent on past experience and will be in a range between \$47,000-\$50,000/year.
- Vacation and benefits package

Position Details

- Fulltime, salaried 40 hours/week
- The position works primarily regular weekday business hours with a later start and end on Thursdays.

How to Apply

- Please e-mail a cover letter and resume detailing your experiences, qualifications, and interest to our COO, Chris Kantowicz at info@skipperotto.ca.
- Clearly refer to the position title in the subject line of the email.
- Attach to the e-mail a single PDF document that contains your cover letter and resume and ensure your name is included in the file name. For example: "JaneDoe_MemberServicesManager.pdf"
- Please apply by Nov 15, 2020.
- Successful candidates will be contacted by email. While we thank everyone for their application, only those selected for an interview will be contacted.

If this sounds like you and a role you can get excited about, we look forward to hearing from you!