

Operations Intern.

Position Type: Full-time	Location: Montreal, QC (Remote)
Contact: hiring@movemate.io	

About MoveMate

MoveMate is a two-sided marketplace that connects individuals and businesses with a moving or delivery need with independent contractors called "Mates" that have the tools, the manpower, and the vehicle necessary to facilitate the service.

MoveMate's software allows Mates to transport customers' belongings to a new location, whether moving from home to home or buying something new. The platform also helps businesses struggling with in-store sales gain more transactions by allowing them to register and track their deliveries in a similar fashion to what food delivery couriers do for restaurants.

MoveMate's platform was launched in late April 2019 and has since helped over 380 customers in Montréal and generated close to \$100K in revenue. By adapting our business model to serve changing needs amid the COVID-19 pandemic, we have seen a 600% growth rate between Q1 and Q2 of 2020.

We are a diverse group of driven, young professionals looking for hardworking and dynamic individuals to join our community as we journey forward!

What's in it for you?

As Operations Coordinator, you will fulfill tasks related to the day to day operations of MoveMate. In doing so, you will be able to improve your problem solving skills, your understanding of operational processes, and your ability to collaborate with other team members to assure successful moves and deliveries.

Within this role, you will also be able to expand your knowledge on the startup sphere, and engage in meaningful conversations with MoveMate's founders and managers through our training sessions, workshops, and happy hours.

Role Description

The Operations Coordinator will be responsible for staying up to date with MoveMate's upcoming jobs, and matching them to the appropriate mate. They will also draw on their knowledge of Montreal and of moving/delivery logistics to successfully plan and execute all jobs punctually & efficiently.

Your goals are, but not limited to:

Working with Mate Acquisition Coordinator to keep Mate-related needs, training documents, and SOPs are up to date;

Interacting with clients to gather information regarding upcoming jobs

Assisting the Operations manager & Customer Support Specialist with answering client concerns

What we are looking for:

We are looking for a highly motivated individual that is willing to work hard, learn and grow exponentially. Candidates must be people-oriented, flexible and able to adapt to new situations frequently.

General Requirements

University degree or currently completing one
Interested in the startup and venture capital space
Bilingual French/English
Familiar with the City of Montreal and surrounding areas
Customer service experience is a major asset
Comfortable working in a fast-paced environment
Comfortable using web applications (sheets, etc.)
Strong Organisational skills

What we offer

MoveMate swag
Happy hour every Thursday
Training opportunities to grow your skills
Birthday treats to celebrate you
Counselling service upon request
Reference letter upon request

MoveMate's Values

At MoveMate, we pride ourselves on staying true to our values at all times. We are constantly re-evaluating these principles to ensure that they reflect the firm culture we seek to maintain.

1. Grit

At MoveMate, we train our employees to harness their entrepreneurial spirit to spur innovation and problem-solving that will continuously improve our products and services, and enable quick thinking when our clients need assistance. Employees are given significant autonomy with the understanding that additional sweat is compensated with additional reward.

2. Impact

At MoveMate, our sweat-equity framework succeeds because our team believes in MoveMate's vision; they understand that their work is a part of a larger ambition of what the world can become: efficient and eco-friendly. MoveMate pictures a world where businesses and customers will use MoveMate to transport their goods due to our advanced logistical capabilities that will reduce road congestion and optimise delivery routes to ensure that all cars and trucks are travelling full. We want to make an impact globally by contributing to the creation of smarter cities that take a multidimensional approach to sustainability.

3. Transparency

MoveMate is committed to being open and honest about all aspects of our services. It is our objective to make every part of our booking process and our pricing model

transparent so that our clients know exactly what they are being charged and why, as well as how to properly prepare for a move.

4. Diversity

At MoveMate, we have committed ourselves to diversifying our workplace at the executive, managerial, consultant, and analyst/intern levels. We recognize the value of having a variety of perspectives at our table, and understand that having a representation of diverse backgrounds, cultures, and races at our firm incites higher creativity and engagement, and ensures that both our employees and clients feel safe and at-home within our spaces.

5. Commitment to Clients

At MoveMate, we value the trust of our partners and clients, and aim to go above and beyond no matter the circumstance. As our firm continues to grow, we are dedicated to positioning our business around solving moving and delivery pains while making sure that our product remains meaningful. We engage in personalised follow-ups with every client to gain feedback on their experience, and actively work to make sure that all their pain points are relieved.

6. Personal Development

By providing our employees seminars and workshops, we encourage our employees to strive toward their professional goals and show our devotion to their personal development.