

Mogo (TSX: MOGO; NASDAQ: MOGO) — a financial technology company — offers a finance app that empowers consumers with simple solutions to help them get in control of their financial health and be more mindful of the impact they have on society and the planet. We all know it's time to do things differently. It's time for a new way to manage our money, one that's inclusive and sustainable. One that takes into account our financial health, the planet's health and the health of our society. At Mogo, users can sign up for a free account in only three minutes and begin to learn the 4 habits of financial health and get convenient access to products that can help them achieve their financial goals and have a positive impact on the planet including a digital spending account with Mogo Visa\* Platinum Prepaid Card featuring automatic carbon offsetting, free monthly credit score monitoring, ID fraud protection and personal loans. The Mogo platform has been purpose-built to deliver a best-in-class digital experience, with best-in-class products all through one account. With more than one million members and a marketing partnership with Canada's largest news media company, Mogo continues to execute on its vision of becoming the go-to financial app for the next generation of Canadians. To learn more, please visit [mogo.ca](http://mogo.ca) or download the mobile app (iOS or Android).

Are you passionate about customer service? Are you excited by new products? Do you have the drive to exceed customer expectations? Are you resourceful and enjoy working in a fast-paced, always changing environment? Working out of our Winnipeg office, this key role requires an action-oriented, flexible trouble-shooter, who will assist customers with finding the right products and offering the best solutions. Check out the list of qualifications below and if it sounds like you, get in touch – we want to hear from you!

**What you'll do:**

- Deliver killer customer experience through phone, email, live chat, and social media.
- Be able to prioritize member needs and offer products that are tailored to them.
- Ensure MogoMembers are educated about Mogo's entire suite of products and understand the benefits.
- Use technology and social media platforms effectively – you are a ninja when it comes to multi-tasking, accuracy, handling change, and systems navigation!
- Actively participate in continuous learning sessions to keep yourself current on our products and services.
- Contribute to Mogo's amazing team spirit and have FUN at work, while enjoying awesome Mogo perks – tasty office snacks, exciting monthly events, and an amazing team culture.
- Act as a brand ambassador for Mogo, regularly using our suite of products, sharing the brand with friends and family, and providing feedback to the team for improvements

**What you'll need:**

- A millennial mindset!
- A great sense of humour and a creative problem solver.
- A genuine passion about Mogo's products and services.
- The ability to convey enthusiasm over any medium, (chat, email, phone). We don't hire robots!

- Able to work in a fast-paced and dynamic organization, with a focus on flexibility to keep up with changes.
- Intermediate experience at using multiple computer systems such as Excel, PowerPoint, Word, and Outlook.
- Available to work full time days, evenings, and weekends shifts as required.
- Tech savvy, comfortable navigating and working with smart phones, computers, tablets etc.
- Reliable internet connection and a quiet, private place to work from home (for the time being).
- Experience working in a remote environment is a plus.
- This is a Winnipeg based role.