



Part-Time Member Services & Administrative Assistant

ABOUT COLORADO CARSHARE

Colorado CarShare is a nonprofit organization serving the Denver-Boulder metro area. Our local, sustainable, and innovative carshare org is committed to serving and improving our community and the environment. Our mission is to provide and promote alternatives to individual car ownership, thereby improving the social, economic and environmental impacts of *less* motor vehicle use. Every car in our fleet replaces 9-13 privately owned vehicles. Visit our website at carshare.org for more information.

THE POSITION (remote)

We are seeking a passionate and highly motivated part time Member Services & Administration Assistant to join our small nonprofit team. This is a remote position, approximately 8 – 16 hours per week, made up of 4-hours shifts, Monday-Friday 9am-5pm, with some flexibility. This is a mostly remote, part-time position with the opportunity to move into full-time over time.

This position is the hub of our member communications and represents the “face and voice” of our organization to the majority of our 3,000+ members across Boulder County and Denver. It is a key position in our organization and requires outstanding customer service skills, as well as a very wide range of operational knowledge and competency, while being able to work mostly independently. The ideal candidate will be equally comfortable with, and will enjoy, addressing time-sensitive customer service issues with members as they are with doing more routine duties such as processing applications and responding to a wide array of email inquiries. This is typically a very dynamic job which requires the ability to quickly prioritize and shift focus as needed. Attention to detail, ability to manage Members (customers) and follow-up is essential.

RESPONSIBILITIES

Primary responsibilities include:

- Member Support – provide outstanding support to our members, primarily answering our main phone line and emails, responding to members’ general inquiries. This may also include troubleshooting operational and reservation issues with members, educating members about our policies/fees and operations, member account maintenance, etc.
- General Administration – processing new member applications, responding to general email inquiries, and additional administrative assistance as needed.

Additional duties *may* include:

- After-Hours Member Support – option for on-call shifts in evenings and weekends (additional compensation)
- Fleet Assistance – help with fleet duties as needed, including scheduling maintenance appointments, helping with basic maintenance needs on-site (moving a car to a different parking space, taking a car to the car wash, etc.)
- Other duties and responsibilities as assigned and needed

QUALIFICATIONS

Required:

- Mission driven alignment regarding sustainability and social equity in the local community
- Minimum of one year of office administration experience
- Minimum of one year of customer service or operations experience
- Excellent customer service skills, including patience and calming demeanor, especially over the phone



- Excellent oral and written communication skills
- Relative familiarity with the Denver-Boulder metro area (or willingness to “learn” it quickly)
- Exceptional computer skills, including proficiency in Microsoft Office (particularly Word and Excel), Gmail and Google docs; eagerness to learn new software applications
- Enjoy working in a small, dynamic, often fast-paced, team environment with minimal supervision
- Enjoy working independently the majority of the time; very self-directed
- Ability to multitask, handle and prioritize multiple requests and deadlines in a calm and focused manner; comfortable with task deferment as needed to accommodate changing work demands throughout the day
- Extremely detail-oriented and attention to follow-through without losing sight of the big picture
- Strong organizational skills
- Strong analytical and problem solving skills; enjoys looking for ways to improve systems and workflow
- Strong aptitude and comfort with troubleshooting general vehicle operational details
- Strong interpersonal skills and professional maturity in interacting with CarShare members, co-workers, board members, and vendors
- Proactive and self-motivated, but also an excellent team player – always willing to help out with any task at hand with a positive attitude

Preferred:

- Bilingual (Spanish preferred)
- Experience providing customer service over the phone
- Experience working at a small nonprofit organization or similar office environment
- Knowledge/understanding of car sharing industry/business model, transportation or mobility issues
- Passionate about Colorado CarShare's mission to provide and promote alternatives to individual car ownership.
- Avid bike or transit commuter, working knowledge of public transit system in both Boulder and Denver; you do NOT need to own a car

Necessary Special Requirements:

- Valid driver's license and clean driving record

COMPENSATION & BENEFITS

- Starting Salary: \$15.75--\$17.25 per hour depending on experience; additional compensation available for on-call shifts (optional)
- Free CO CarShare membership and discounted usage fees
- RTD Eco Pass (transit pass)
- Casual and relaxed work environment
- Flexible schedule
- Meaningful and rewarding work – leave work each day knowing you have made a difference in our community

Additional benefits for full-time employees include paid vacation, holidays, wellness and retirement benefits

TO APPLY:

Email a cover letter and resume to jobs@carshare.org.

Colorado CarShare is an equal opportunity employer and does not discriminate based on sex, race, religion, sexual orientation, gender identity, age, disability, or anything else.