



## **Operations & Member Services Assistant**

Full-time, remote, Denver-Boulder area

### **ABOUT**

As a mission-driven not-for-profit 501 (c)(3) organization serving the Denver-Boulder area, we focus on positively contributing to the communities we serve. We are motivated by the idea that by providing people with the option to live a car-lite lifestyle, we are reducing our collective impact on the planet. That is why we have set the goal to become the country's first nonprofit Electric Vehicle (EV) carshare program. This includes providing [subsidies to low-to-mixed income \(LMI\) communities](#) that are typically underserved when it comes to affordable mobility options. Visit our website at [www.carshare.org](http://www.carshare.org) for more information.

### **POSITION**

Colorado CarShare is seeking a passionate and highly motivated Member Support & Administration Assistant to join our small nonprofit team. This position is based in Denver or Boulder, CO, and can include a hybrid of remote work, with time in our office in Boulder or at our shared office space in Downtown Denver. This is a full-time position. Hours are Monday-Friday, 9am-5pm, with some flexibility.

This position is the hub of our operations and represents the "face and voice" of our organization to the majority of our 3,000+ members across Boulder County and Denver. As such this 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 troubleshooting timely operational issues with members as they are completing more routine duties such as processing applications and responding to a wide array of e-mail inquiries. This is typically a very dynamic job which requires the ability to quickly prioritize and shift focus as needed.

### **RESPONSIBILITIES**

**Primary responsibilities include:**

- Member Support – includes providing outstanding support to our members, answering our main phone line, processing new member applications, responding to general email inquiries, troubleshooting operational and reservation issues with members, educating members about our policies and fees, member account maintenance, etc.
- Billing & General Administration – includes assistance with invoicing, answering members' billing questions via phone and email, assisting with member accounts receivable/payable, etc.
- Outreach & Partnership Support - create & distribute outreach materials for our various new member programs, attend recurring partnership meetings and outreach events on behalf of the organization



**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 assisting with filing insurance claims, scheduling maintenance appointments, helping with basic maintenance needs on-site (moving a car to a different parking space, 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 1-2 years of office administration experience
- Minimum of 1-2 years of customer service or operational management experience
- Excellent customer service skills
- Excellent oral and written communication skills
- 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, office environment with minimal supervision
- Enjoy working independently the majority of the time; demonstrates initiative & reliability
- 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
- Keen attention to detail and follow-through without losing sight of the big picture
- Strong organizational, analytical, and problem-solving skills; enjoys looking for ways to improve systems and workflow
- Strong aptitude and comfort with troubleshooting general vehicle operational details in real-time with our members
- 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:**

- Experience working at a small nonprofit organization or similar office environment
- Knowledge of carsharing industry and Transportation Demand Management (TDM) practices or other related industry
- 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
- Intermediate - conversational proficiency in Spanish is a plus

**Necessary Special Requirements:**

- Valid driver's license and clean driving record



## COMPENSATION & BENEFITS

- Starting Salary: **\$35,000-\$38,000** depending on experience; additional compensation available for on-call shifts (optional)
- Free Colorado CarShare membership and discounted usage fees
- RTD Eco Pass (transit pass)
- Health & wellness add-on 90 probation period
- Paid vacation, sick time, holidays
- Employer matched retirement plan
- \$250/year for professional development
- Casual and relaxed work environment
- Meaningful and rewarding work – leave work each day knowing you have made a difference in our community

## TO APPLY

The position is open until filled. Interviews will be held on a rolling basis. To apply, **send a cover letter and resume** to [peter@carshare.org](mailto:peter@carshare.org) and include both the job title and your full name in the subject line. Incomplete applications will not be accepted. Only applicants selected for interviews will be contacted. *No phone calls please.*

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.