



## Colorado CarShare: Member Support, Admin & On-Call Assistant – Part Time

### About Colorado CarShare:

[Colorado CarShare](#) is a local carsharing nonprofit serving the Denver-Boulder metro area. Our mission is to empower our community to live a car-free lifestyle and have a positive impact on our health, wealth, and shared environment. We aim to make Colorado a “cooler,” healthier, and more socially equitable place to live.

Mobility, Climate Change and Social Equity: We focus on positively contributing to the communities we serve, including a 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.

We maintain a fleet of over 60 vehicles conveniently located in the [Denver-Boulder metro region](#). From hybrids and electric vehicles (EVs) to trucks and AWDs with bike and ski racks, our vehicles are available as “neighborhood cars” 24/7 to our thousands of members, for 15 minutes to several days. As we expand we’re looking for awesome, like-minded people to join our team!

### Position:

We are seeking a passionate and highly motivated Member Support, Admin & On-Call Assistant to join our small nonprofit team. This position will primarily work remotely but be based in the Denver Metro region, with some work at our shared office space in Downtown Denver or and/or Boulder. This is a part-time position. Hours are as agreed between the hours of Monday-Friday, 9am-5pm, with some flexibility, and will include after hours on-call shifts.

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 with, and will enjoy, troubleshooting timely operational issues with members as he/she is with doing 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. Attention to detail, ability to manage Members (customers) and follow-up is essential.

Primary responsibilities include:

- Member Support – includes providing outstanding support to our members, answering our main phone line, processing new member applications, responding to general e-mail inquiries, troubleshooting operational and reservation issues with members;
- Educating members about our policies, rates and fees, account maintenance, making reservations, etc.



- Billing & General Administration – includes answering members’ questions via phone and email, assisting with member accounts receivable/payable, etc.
- Real-time troubleshooting – helping members with reservation issues resolve them, e.g. locked vehicle access issues, displaced cars, damaged or messy vehicles, etc.
- Fleet Assistance – help with fleet duties as needed – including shuffling reservations and vehicles, scheduling maintenance appointments, helping with basic maintenance needs on-site (moving a car to a different parking space, jumping a car, etc.)

Additional duties may include:

- After Hours Member Support – willing to do occasional on-call shifts in evenings and weekends (additional, separate compensation)
- Various Education and Member Outreach tasks
- Other duties and responsibilities as assigned and needed

## **QUALIFICATIONS**

Required:

- Mission driven alignment regarding sustainability and social equity in the local community
- Minimum of 2 years of office administration experience, or 2 years at management level
- Minimum of 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; 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
- Keen attention to detail and 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
- Demonstrated initiative and reliability
- Good sense of humor
- Incorporates sustainability practices into daily lifestyle



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

Experience:

- Microsoft Office: 2 years (Preferred)
- Administrative: 2 years (Required)
- Excel: 2 years (Preferred)
- Office: 2 years (Required)
- Clean Driving Record: 3 years (Required)

Necessary Special Requirements:

- Valid driver's license and clean driving record

**COMPENSATION & BENEFITS**

- Starting Salary: Hourly equivalent of \$38,000-\$40,000 annual salary (\$18.27 - \$19.23 per hour) depending on experience;
- Additional compensation available for on-call shifts as required
- Opportunity for growth into full time position
- Free Colorado CarShare membership and discounted usage fees
- RTD Eco Pass (transit pass)
- Health & wellness add-on for full time employees
- Paid vacation, sick time, holidays for full time employees
- Employer matched retirement plan for full time employees
- Casual and relaxed work environment
- Meaningful and rewarding work – leave work each day knowing you have made a difference in our community

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.

**TO APPLY**

The position is open until filled. Interviews will be held on a rolling basis. To apply send 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.



If interested, please review our website at [www.carshare.org](http://www.carshare.org). Then, email us at [info@carshare.org](mailto:info@carshare.org) with your resume AND cover letter that speaks to your skills, passions, and reasons why you would be an ideal fit for this opportunity.