



2855 63rd St., Boulder, CO 80301
www.carshare.org · 303.720.1185

Position: Member Services & Administrative Assistant

Type: Part-Time

Location: Denver, Colorado / Remote

About the Job

We are hiring a **Member Services & Administrative Assistant** to be the first point of contact with Colorado CarShare's members and applicants. This role combines customer service and administrative duties in a fast-paced, dynamic environment. You'll handle time-sensitive issues, process applications, and manage email and phone communications independently while balancing multiple priorities.

In this role, you'll process all membership-related data, evaluate eligibility, apply account credits, and make decisions that align with our policies and guidelines. Additionally, you'll provide member support for a variety of needs, from application follow-ups to troubleshooting reservation issues. These processes involve a considerable amount of detailed data entry processing combined with critical thinking problem solving skills.

The ideal candidate is organized, detail-oriented, and thrives in a collaborative, small-team environment. If you're proactive, adaptable, and enjoy making a positive impact, this position is for you!

Key Responsibilities

- Process new member applications accurately and quickly, using critical thinking skills to evaluate complex situations for eligibility.
- Troubleshoot and resolve reservation issues with members to ensure smooth service.
- Process adjustments, reimbursements, and credits in the reservations system (e.g. gas reimbursements, car wash credits, booking credits)
- Review and update email templates for member communications (e.g. welcome letters, application status emails, reservation updates, payment error notices)
- Prepare and mail new member materials, including fleet key cards, with occasional trips to the post office.
- Provide outstanding customer support via phone and email, addressing member inquiries promptly and professionally.
- Educate members about our policies, fees, and operations.
- Respond to general email inquiries from potential members.
- Assist the Accounts Receivable team with resolving account issues before monthly invoicing.
- Provide general office administration and other support as needed.

Required Skills & Qualifications

- 1+ year of customer service experience.
- 1+ year of office administration experience, including data entry.
- Excellent critical thinking and decision-making skills to make solid decisions when reviewing information from multiple sources against guidelines
- Extremely detail-oriented with strong organizational skills and follow-through.
- Ability to prioritize multiple tasks and adapt to shifting demands.
- Excellent customer service skills with a calm, professional demeanor

- Proficiency with Microsoft Office (Word, Excel), Gmail, Google Docs, and other software. Willingness to learn new software tools.
- Strong interpersonal and communication skills (written and verbal)
- Ability to work independently with minimal supervision
- Effective teamwork and communication skills in both remote and in-person settings
- Proactive, team-oriented attitude
- High School diploma or equivalent required; Bachelor's degree in a related field preferred
- Valid driver's license with a clean driving record (Required if driving fleet vehicles)

Preferred Skills & Qualifications

- Experience working remotely or in a hybrid work environment.
- Experience in a nonprofit organization.
- Knowledge or interest in the car-sharing industry, transportation, or mobility issues
- Passion for sustainability and alignment with Colorado CarShare's mission
- Familiarity, or willingness to learn about, public transit systems, walking and biking paths, and other mobility options in the areas where CarShare operates.

What We Offer

- Hours & Schedule: Part-time, approximately 20 hours per week.
 - Typical Schedule: Monday to Friday between 8 AM and 5 PM (with flexibility to set a regular schedule in coordination with your manager).
- Location: Hybrid position with some on-site work required. Fully remote work may be available based on performance.
- Compensation Range: \$20 - \$21.50/hour
- Benefits:
 - 403(b) Retirement Plan
 - RTD Eco-Pass
 - B-Cycle Membership
 - Discounted Colorado CarShare Membership
 - Paid Holidays
 - Paid Sick Leave
 - Supportive, mission-driven work environment

How to Apply

Does this role fit your experience and interest? If so, send your application to HR@carshare.org today! Please include:

- Subject line: Application for Member Services & Administrative Assistant
- A brief cover letter outlining why you would be a great fit for this role
- Your resume

Applications will be reviewed on a rolling basis, and the position will remain open until filled.

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. From hybrids and electric vehicles (EVs) to trucks and AWDs with bike and ski racks, we maintain a fleet of over 60 vehicles available as "neighborhood cars" 24/7 to thousands of members for trips lasting 15 minutes to several days.

Mobility, Climate Change and Social Equity: We focus on positively contributing to the communities we serve and strive to become the country's first nonprofit EV carshare program. This includes providing subsidies to low-to-mixed income communities that are typically underserved when it comes to affordable mobility options.

If you are passionate about community impact and excited about sustainable mobility, we want to hear from you!

Equal Opportunity Employer Statement

Colorado CarShare celebrates diversity and is committed to creating an inclusive environment for all employees. We are proud to be an equal-opportunity employer and encourage applicants from all backgrounds to apply.