



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

**Position: Member Billing & Admin Specialist**

**Type: Part-Time**

**Location: Denver, Colorado / Hybrid**

**About the Job**

We are hiring a **Member Billing & Admin Specialist!** This is a key position responsible for account management, such as billing and invoicing, collections, and processing member billing tickets. You will extensively use critical thinking and problem solving skills to identify patterns in billing issues, thoroughly research these issues, and work with our software vendors to resolve these issues.

In this role, you must be equally comfortable addressing time-sensitive customer billing issues with members as you are with doing more routine duties such as processing applications, entering billing credits, reviewing account statements, and responding to a wide array of email inquiries. You will also be also responsible for ensuring that member communications are accurate and updated in a timely manner for any policy or procedural changes. This is typically a very dynamic job which requires the ability to quickly prioritize and shift focus as needed.

The ideal candidate is organized, extremely detail-oriented, and excellent at problem-solving and follow-through.

**Key Responsibilities**

- Serve as primary administrator for reservation and billing software platforms, including:
  - Partnering with vendor to troubleshoot and ensure timely and seamless resolution of technical issues (e.g. booking issues, invoice calculations, reporting functions)
  - Coordinating system updates, such as changes to policies, procedures, or pricing and implement best practices to maximize functionality
  - Ensuring the billing system is calculating member invoices properly
  - Training staff on member services, billing, and account management. Communicate changes to member services procedures to staff members
  - Coordinating PCI Compliance reporting, in conjunction with software provider
- Serve as primary administrator for Motor Vehicle Records and Background check system
- Manage member accounts receivable including the member booking processes, member billing charges, chargebacks, and collections
- Prepare and distribute invoices and monthly member statements, including:
  - Reviewing and resolving booking tickets as part of the pre- and post-invoicing process
  - Calculating mileage for long-term rentals
  - Resolving pre-invoice errors
  - Updating the letter that accompanies invoices
  - Preparing the pre- and post-invoicing reports and resolving errors
  - Reviewing monthly billing reports to locate and resolve member account issues
- Assist accountants with billing reports and receivables issues
- Provide Member Services support, including:
  - Reviewing and updating Member Communications (e.g. website, member procedure manual, etc) on a regular basis, to ensure policies and procedures are accurate, clear, and all changes are updated in a timely manner
  - Troubleshooting operational and reservation issues with members

- Educating members about our policies/fees and operations
- Processing new member applications accurately and in a timely manner
- Providing outstanding support to our members with billing questions via phone and email

### **Required Skills & Qualifications**

- Valid driver's license and clean driving record
- 1+ year of customer billing and bookkeeping experience
- 1+ year of office administration experience
- 1+ year of customer service experience; phone customer support preferred
- High level of proficiency with billing software programs and able to learn new programs quickly
- Solid mathematical skills related to billing and invoicing tasks
- Strong analytical and problem solving skills; enjoys identifying issues and looking for ways to improve systems and workflow
- Extremely detail oriented with strong organizational skills and follow-through
- Ability to efficiently plan the logistics of daily tasks, handle and prioritize multiple requests and deadlines in a calm and focused manner, and be adaptable to changing work demands throughout the day
- Advanced computer skills, including proficiency in Microsoft Office (particularly Word and Excel), Gmail and Google docs, web-based programs, and phone apps. Willingness to learn new software
- Excellent oral and written communication skills, including customer service via phone and email
- Strong interpersonal skills and professional maturity in interacting with CarShare members, co-workers and vendors
- Comfortable working autonomously in a small, dynamic, often fast-paced environment with a remote team
- Proactive and self-motivated while working independently the majority of the time, but also an excellent team player always willing to help out with any task at hand with a positive attitude
- High School diploma or equivalent required; Bachelor's degree in a related field preferred

### **Preferred Skills & Qualifications**

- 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
- Mission driven alignment regarding sustainability in the local community
- Relative familiarity with, and ability to travel around, the Denver-Boulder metro area and other Colorado CarShare operations areas (or willingness to "learn" it quickly)
- Working knowledge of, or willingness to learn about, public transit systems, walking and biking paths, and other mobility options in the areas CarShare operates

### **What We Offer**

- Hours & Schedule: Part-time, approximately 20-32 hours per week depending on workload
  - 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 in our Denver office required. Fully remote work may be available based on performance
- Compensation Range: \$20 - \$25/hour with new hires typically starting at the low to mid-point of the range

- Key Benefits include:
  - 403(b) Retirement Plan
  - Paid Holidays
  - Paid Sick Leave
  - RTD Eco-Pass
  - B-Cycle Membership
  - Discounted Colorado CarShare Membership
  - 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](mailto:HR@carshare.org) today! Please include:

- Subject line: Application for Member Billing & Admin Specialist
- 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.