

Staff Opening: Member Services Manager

Ithaca Carshare works to enhance community access to transportation while reducing its negative environmental and economic impacts by providing a membership-based carsharing service with over 1500 members and a fleet of 30 fuel-efficient vehicles. If you are a process-oriented person with strong interpersonal skills, we want to talk to you! We currently have a hybrid work environment, but the ideal candidate lives in or near Ithaca, NY with the option to work from an office, from home, or a hybrid. In-person tasks at the Ithaca-based office or fleet locations are regularly necessary. **This is a 30-35 hour/week position** with the potential for growth.

Ithaca Carshare is a part of the Center for Community Transportation (CCT), which also includes Bike Walk Tompkins, Streets Alive!, and Backup Ride Home. **The Center for Community Transportation is a certified Living Wage employer. We are committed to values of diversity, equity, inclusion, and anti-racism.** We seek a reflection of our community's diversity in our staff and membership.

Responsibilities

Primary Roles

- Manage Ithaca Carshare's member services operations. Primary responsibilities include:
 - Supervise On-call Assistants and manage the 24/7 member-support schedule
 - Manage the shared daily workflow of the member services team
 - Manage member billing and collections

Shared roles

- Daily member services roles including prompt response to member emails and phone calls, processing new member applications, member account management, and problem ticket resolution.
- Assist members with issues that come up during bookings.
- Identify and handle basic hands-on vehicle issues such as jump starting a vehicle or changing a flat tire.
- Field questions about Ithaca Carshare's service (and other local transportation services, as necessary).
- Handle occasional Backup Ride Home requests.

After hours on-call: (occasional shifts to help cover for On-Call Assistants)

- Answer carshare member and Backup Ride phone calls on the 24-hour line between 5pm-9am weekdays and weekends.

Other shared roles:

- Participate in miscellaneous office, field and outreach tasks as needed
- Interface with software and other vendors to ensure smooth technology experience for users
- Participate in planning, analysis, and decision making about Ithaca Carshare's operations
- Recruit and manage member fleet care volunteers
- Maintain, update, and communicate CCT organizational policies and procedures
- Hire and train new staff

Desired Qualifications

- Growth mindset – open and eager to learn new skills
- Efficient and detail-oriented, with solid time and task management
- Thrives on process and procedure, driven by the prospect of a completed to-do list
- Excited about serving a cross-section of the Ithaca community
- Personable, with strong interpersonal communication skills, willing to step out of your comfort zone in respect of co-workers and community members.
- Comfortable with the flexible duties and schedule of a small but strong team
- Confident problem solver
- Reliable with minimal supervision
- Familiarity with basic car troubleshooting is helpful, but we can also train you on this. More important is a willingness to learn and get your hands a little dirty from time to time.
- Familiar with Ithaca and Cornell roads and excited about active and shared transportation modes
- Proficient using a smartphone, computers, and common office software tools
- Able to be both firm and flexible as appropriate with members, following procedures when available and thinking on your feet when not.
- Able to problem solve quickly while remaining and projecting calm
- Management and supervisory experience are a plus
- Resilient to being outdoors in all weather and doing physical tasks like changing a tire or shoveling snow

Job and Application Details

This is an hourly position with a starting pay range of \$23-26/hour depending on experience. Pay for any on-call shifts includes a stipend (\$25 for a weeknight, \$100 for a weekend) in addition to the hourly rate for time spent working. A valid driver's license and good driving record are required. Benefits include paid time off, a mobility package including Ithaca Carshare membership and TCAT bus pass, and SIMPLE IRA with 2% employer contribution.

Please submit a resume, cover letter and two references as one pdf **via email** addressed to Jennifer Dotson at jobs@ithacacarshare.org with the subject line "Carshare Member Services Manager". Applications will be accepted and reviewed on a rolling basis until a suitable candidate is found. We aim to fill this position by early September, 2022.