Weekend On-Call Assistant Job Description

CarShare Vermont provides 24/7 on-call service to assist our members when emergency situations arise outside of business hours. We are seeking a dependable, friendly, and detail-oriented individual to help us out with on-call service on weekends. A typical weekend shift begins Friday at 5pm and ends Monday at 9am.

An example of an “emergency situation” may be a member reporting an accident, a problem with a car, or an issue with a reservation. Members are not supposed to call the emergency line for non-emergencies—this helps keeps calls to a minimum. Typical call volume is about 2-6 calls per weekend.

Responsibilities:
- Carry the “emergency” cell phone provided by CarShare Vermont and remain in cell range at all times;
- Stay local while on duty (15 minute radius of Burlington);
- Respond to members’ calls with a friendly demeanor and provide assistance as needed;
- Develop a keen understanding of how CarShare Vermont works and be able to troubleshoot;
- Utilize CarShare Vermont’s fleet and reservation management systems to resolve problems as needed;
- Occasionally, it may be necessary to travel to the vehicle to resolve a problem in person; and
- Carefully document calls and actions taken to resolve issues. Log these issues in our software system.

Requirements:
- Ideal candidates will be undeniably dependable, professional, and have a knack for problem solving with ease.
- Experience with customer service preferred.
- Comfortable learning and utilizing new software.
- Reliable access to a computer is a must (please note, you do not need to carry a computer with you at all times but be able to access one relatively quickly).
- For insurance purposes, eligible applicants must be at least 21 years old, have at least two years of driving history, and possess a clean driving record.
- Familiarity with our service a plus; ideal candidates are already CarShare Vermont members.
- Must be available to cover at least one holiday shift. Typical work volume is one weekend shift per month.
- Patience, flexibility and a sense of humor a plus.

Compensation:
On-call assistants earn a stipend of $105 for a typical shift, even when there are no calls, plus $25/hour for time spent on issues. Holiday Shifts may extend into the weekdays - pay is increased accordingly for extra days and a holiday bonus. On-call assistants also receive a free share-a-lot membership.

To apply:
Please express your interest in being an on-call assistant by emailing CarShare Vermont’s Operations Manager, John Shumaker: john@carsharevt.org.