

## **Weekend On-Call Assistant Job Description**

CarShare Vermont provides 24/7 support to assist members with resolving issues with ongoing reservations. We are seeking friendly and detail-oriented individuals to help provide this on-call support during weekends and holidays.

Possible calls/issues include a member reporting an accident, a parking conflict, or an issue with a reservation in our booking software. Members are instructed not to call the emergency line for general membership questions—this helps keep calls to a minimum. Typical call volume is about 5-10 calls per weekend, and actual time worked is in the range of 2-4 hours per weekend.

### **Responsibilities:**

- Carry the “emergency” cell phone provided by CarShare Vermont, remain in cell range at all times, and respond to calls in real-time;
- Stay local while on duty (15 minute radius of Burlington);
- Develop a keen understanding of how CarShare Vermont works in order to promptly troubleshoot issues;
- Utilize CarShare Vermont’s fleet and reservation management systems to resolve problems as needed;
- Travel to a vehicle on occasion to resolve a problem (e.g. plug an EV that has been left unplugged); and
- Carefully document calls and actions taken to resolve issues within a designated notetaking system

### **Requirements:**

- Ideal candidates will be dependable, friendly, professional, and have a knack for problem solving with ease.
- Experience with customer service preferred.
- Comfortable learning and utilizing new software.
- 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 CSVT’s service is a plus; preference given to current members.
- Must be available to cover at least one holiday shift per year and one weekend shift per month. Extra pay provided for holiday coverage.

**Compensation:**

On-call assistants earn a base stipend of \$180 for a typical weekend shift, even when there are no calls, plus \$25/hour for time spent responding to issues. Holiday coverage is compensated at a higher rate (\$85.00/day). On-call assistants also receive a free share-a-lot membership with monthly driving credits, provided they have covered at least one shift in the prior month.

**To apply:**

Express your interest in this position by emailing Quinn Salinder at [quinn@carsharevt.org](mailto:quinn@carsharevt.org). Please include your resume and explain why you would be a good fit for this position. Candidates may also be asked to provide references.