



Position Description I-GO Car Sharing: Chief Operating Officer

Organization description: I-GO Car Sharing is a seven year-old non-profit business that provides hourly access to self-service vehicles throughout the Chicago area. I-GO has nearly 15,000 members and over 200 vehicles. I-GO's mission is to provide an economical and environmentally sound alternative to private vehicle ownership. More than half of all I-GO members either sell a vehicle or postpone a decision to buy one once they become an I-GO member.

I-GO is a technology-intensive operation. It operates a call center, manages an extensive vehicle fleet and maintains sophisticated billing and vehicle access technology. I-GO works closely with a wide variety of business, government, and community partners and vendors. In addition, I-GO is working on a number of new innovations, including electric vehicles.

I-GO Car Sharing is an affiliate of the Center for Neighborhood Technology (CNT), a 31-year old non-profit organization whose mission is to promote the development and perpetuation of vibrant urban communities that are both environmentally and economically sustainable, both in the Chicago region and throughout the United States.

Position: Chief Operating Officer (COO)

The COO will work with the Chief Executive Officer to effectively manage the growth and operations of I-GO Car Sharing. The COO oversees fiscal and project management functions. The role of the COO is to assist the Chief Executive Officer and Senior Management in improving the bottom line and the customer experience by developing more efficient systems and procedures in member services, marketing, and fleet management. The COO will also assist the Chief Executive Officer with on-going business planning, fundraising, contract management, and staff development.

Accountability:

The Chief Operating Officer will report to the Chief Executive Officer of I-GO.

Responsibilities:

- Work with CEO to develop and execute best practices
- Oversee operations, sales, technology, and customer service
- Forecast revenue and expense streams, and manage budget, including expenditure review and related administrative oversight

- Oversee risk management- legal and financial including procurement policy
- Maintain brand image
- Negotiate with key vendors and develop new vendor sources
- Identify and address key strategic barriers and opportunities critical to the success of operations
- Assist project managers in developing work plans, reviewing performance and meeting targets
- Assist the Chief Executive Officer in staffing the I-GO Car Sharing Board
- Work with Chief Executive Officer on fundraising
- Contribute to other I-GO efforts as required

Qualifications/Skills:

The successful candidate must have the following experience, skills, and education:

- 8+ years of demonstrated experience in the areas of sales, operations, management, customer service and finance
- Prior P & L responsibility
- Ability to identify, prioritize and focus on critical tasks
- Advanced degree in business and/or technology preferred
- Demonstrated supervisory experience and ability to build team spirit
- Experience working with government, businesses, and non-profits
- Excellent knowledge of Chicago neighborhoods and transportation
- Excellent written and oral communication skills
- Must be flexible, able to manage change and respond quickly to new developments

Anti-Discrimination Policy

The Center for Neighborhood Technology is an equal opportunity employer that does not discriminate against any employee or job applicant based on race, color, national origin, religion, sex, sexual orientation, age disability, veteran status, or marital status. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, termination, promotion, transfer, layoff, leaves of absence, compensation and training.

Salary is commensurate with experience.

To apply:

Please send cover letter, resume, and salary history to:

Human Resources/Center for Neighborhood Technology
 2125 W. North Avenue
 Chicago, IL 60647
 Fax to 773-278-3840 or email to bridget@cnt.org
 No phone calls please