

Member Services On-Call Associate

Be an integral part of our 24/7 on-call staff! The On-Call Associate may be working in the office or from home (depending on position availability) to answer high-volume phone calls from members calling into our emergency line and assisting them with issues and problems as they drive our cars. Members may call to extend or cancel a reservation, receive help finding the location of a particular car, require roadside assistance, etc.

The On-Call Associate is a customer service, detail-oriented, and organized person who is dedicated to taking responsibility for providing great service to our members. The ideal candidate has experience with internet applications and email software, is able and willing to learn to use new software, works well collaboratively, is friendly, reliable, has excellent verbal and written skills, and understands the importance of deadlines. This candidate feels comfortable working for a dynamic non-profit organization, taking initiative and being flexible in duties and schedule.

Requirements

- 2+ years of customer service related experience
- Ability to learn quickly and be resourceful
- Detail-oriented and organized
- Strong multi-tasking skills
- Work well in a team environment
- Ability to work under pressure
- Excellent communication skills
- Great computer and Internet skills
- Knowledge of Chicago streets

Responsibilities

- Assist members via phone
- Provide troubleshooting for members with car trouble
- Dispatch roadside assistance
- Log problem reports and block usage of specific cars
- Input data and handle other administrative duties between calls
- Additional responsibilities given by supervisor

Benefits

- Free I-GO Car Sharing Membership + monthly credits (\$30 value)

Shift Open: Weeknights, Overnight and Weekends

Please send resume, references, and cover letter to bridget@igocars.org. No phone calls.