

Member Services & Outreach Intern

CarShare Vermont's Member Services & Outreach Intern is a temporary, paid internship position responsible for assisting with day-to-day Member Services operations, member engagement, community outreach, and special projects. The internship will run for twelve (12) weeks during the summer.

Responsibilities

Member Services:

The Member Services & Outreach Intern will assist with the following tasks:

- Processing applications
- Responding to inquiries via phone, email, and social media
- Supporting the campus program, reporting, data collection, and outreach
- Contributing to the Honk & Wave monthly newsletter and other member communications
- Developing new opportunities for member engagement (e.g. events, contests, etc)

Outreach and Member Engagement:

The Member Services & Outreach Intern will also collaborate with Director of Community Outreach to coordinate and assist with general outreach and special projects:

- The Old North End Park-It Pledge, a grant-funded outreach program to encourage neighbors to try living without their cars
- Social Media
 - Generate content and share relevant posts from other accounts
 - Field incoming inquiries and comments on all social media platforms



- Create opportunities for engagement with current members, community partners and potential new members
- Assist with regular outreach as outlined in the Campus Outreach Plan and help develop new opportunities for engagement on campuses
- Special events and fundraising efforts

General:

- Support the day-to-day operations of 24/7 car-sharing service;
- Participate in the weekday (and weekend) on-call rotation (with additional pay);
- Help nurture an environment of fun, creativity, and sharing; and
- Aid with other tasks as assigned.

Qualifications

- College degree highly preferred; exceptional rising seniors considered.
- Experience or demonstrated interest in the transportation, planning, and/or environmental fields preferred; experience with car-sharing preferred;
- Stellar interpersonal, communication, organizational, and computer skills;
- An aptitude for efficient trouble-shooting and thoughtful problem-solving;
- An ability to thrive while working on independent projects, on team efforts, and in a fast-paced, continuously evolving environment;
- A flexible attitude is a must, as well as a willingness to pitch in and support your colleagues;
- Ability to attend occasional evening and weekend outreach events;
- Passionate about and committed to CarShare Vermont's mission;
- Due to the nature of our operations, the ideal candidate will live in the Burlington area, have a clean driving record, and have at least two years of driving experience; and
- A good sense of humor and a propensity for fun are essential.

The Member Services Intern will report to the Member Services Manager. This is a temporary internship position with a competitive hourly rate from \$15 up to \$18 per



hour, depending upon experience. Successful applicant will receive a free CarShare Vermont membership, with a monthly driving credit benefit. CarShare Vermont is an equal opportunity employer and does not discriminate based on sex, race, color, religion, sexual identity, age, ability, or anything else.

To Apply:

Please email a résumés, writing sample, and cover letter to Patrick Murphy at patrick@carsharevt.org with “Member Services Internship” in the subject line.

About CarShare Vermont:

Founded in 2008, CarShare Vermont is a nonprofit car-sharing organization located in Burlington, VT. Our mission is to provide a convenient, affordable, and reliable alternative to car ownership that enhances the environmental, social, and economic wellbeing of our region and planet. In support of our mission, we provide a 24/7 car-sharing service, deliver innovative behavior-change programs, conduct widespread community outreach, and partner with a range of organizations to advance policies that foster a more sustainable and equitable transportation system.