



## **JOB DESCRIPTION**

**COMPANY: Zero Emission Vehicle Cooperative (ZEV co-op or the Co-op)**

**POSITION TITLE: Experience Manager**

**REPORTS TO: ZEV co-op President (or Director if identified)**

**INDIRECT REPORTING: Coordinates with all department heads. (Administration, Operations, and Communications)**

**SUPERVISES: Call Center Coordinator.**

**LOCATION: Bainbridge Island or Tabor 100 office.**

**OVERALL RESPONSIBILITIES: Responsible for the customer service functions of the Co-op. Provide leadership, general management, and support of the Co-op's mission.**

**ESSENTIAL FUNCTIONS:**

### Safety

- Consider personal, office, vehicle, shop, and facility safety at all times.
- Adhere to operating procedures as described in co-op documents.
- Adhere to and support the practices in the co-op Safety Management System.
- Utilize PPE as appropriate and help identify any additional items needed.
- Support the co-op's Drug-Free requirement.
- STOP WORK - when a safety issue or concern is encountered.
- REPORT - any and all safety concerns.
- IMMEDIATELY ACT - to resolve any safety issues or concerns.
- FOLLOW UP - work with other team members to reduce / eliminate the likelihood of a reoccurrence.

### Co-op Culture

- Participate in the cultivation of a diverse, positive, productive, and welcoming culture.
- Seek to embrace and advance the Co-op's mission to work cooperatively to achieve social, environmental, and economic outcomes that improve people's lives

### Planning

- Participate in regular planning activities.
- Develop and update the annual Member Experience Plan.

## Member / Participant Experience

- Seek to deliver the highest level of service to the Co-op's members and participants.
- Greet all participants, members, vendors, visitors, and team members.
- Consider everyone throughout the Co-op as a unique and special individual.
- Participate in maintaining vendor and affiliate relationships.
- Develop call center strategy.
- Develop Member Experience Plan.
- Develop and maintain the Participant Handbook.
- Maintain the participant terms and conditions.
- Screen participant driver application.
- Run motor vehicle record (MVR) checks.
- Provide driver orientation activities.
- Develop and maintain driver training systems.
- Maintain and answer FAQs.
- Develop and maintain the Group and Individual Member Agreements.
- Provide membership application review and follow up.
- Plan and run community outreach and listening sessions.
- Develop a database of participant concerns and recommendations.
- Develop special offers for Members.
- Organize annual member meetings.
- Review and approve income qualification requests
- Strive for continuous improvements in the workplace.

## Operations

- Coordinate with the Operations department with regard to participant and member experience issues.
- Respond to inquiries and assist the Operations Department when needed to meet the Co-op's mission.

## Vendor and Subcontractor Relations

- Develop a list of vendors and subcontractors as relates to participant and member experience activities.
- Develop and maintain high levels of vendor and subcontractor relations as relates to Operations.

## Administrative

- Supervise the procurement activities of the Experience department.
- Develop and monitor the Experience budget.

## Communications and Engagement

- Work with the communications team to develop community and engagement activities.

- Assist with the implementation of community engagement activities.

### Software

- Be proficient with Word, Excel, Outlook and GSuite.
- Be or become a subject matter expert with the carshare software.
- Be or become a subject matter expert with the customer service and CRM software.
- Be or become proficient with SmartSheets (or other project software).

### Special Projects

- Assist with grant applications (as needed)
- Carryout other duties and special projects as assigned.

WORKING CONDITIONS: Work will be conducted indoors and outdoors. This job requires occasional operation and driving of a motor vehicle. Physical activities will include standing, walking, stooping, bending, kneeling, crouching, carrying, reaching, pushing, pulling, and twisting. This job requires finger dexterity, the ability to manipulate medium and small objects, and the ability to lift 50 lbs.

### EDUCATION / LICENSES / SKILLS:

- Minimum requirement of an Associate's Degree (BA or BS preferred).
- Strong organizational, communications, and interpersonal skills.
- Customer service knowledge and training.
- High computer literacy.
- Valid Washington state Driver's License.
- Ability to work closely with team members, managers, and effectively manage problems as they occur.
- Able to multitask, effectively manage time, and meet deadlines.
- Strong analytical and problem-solving abilities.
- Management, coordination, and leadership skills.
- The ability to use project management tools and manage documents and information.
- Ability to maintain a positive mental attitude.

### EXPERIENCE:

- Previous work experience in customer service.
- Experience with call center activities.
- Prior carshare experience highly desired.
- Experience in project management.

ATTIRE: Pacific Northwest business casual. Adhere to the Co-op uniform and grooming standards to maintain a neat, clean, and orderly appearance.

PERSONAL PROTECTIVE EQUIPMENT(PPE): As Assigned.

ACKNOWLEDGEMENT:

I have read and understand this job description. I understand that if I'm an individual with a disability that I'm invited to self-identify such disability to the Co-op so every effort can be made to provide reasonable accommodation to me.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_