

## Customer Service Expert

Indianapolis Cultural Trail, Inc. (ICT, Inc.) is hiring a professional, creative and flexible team to launch a bikeshare program that will be located primarily along the Indianapolis Cultural Trail: A Legacy of Gene and Marilyn Glick in spring 2014. The Customer Service Expert is responsible for fielding all public inquiries regarding the Trail and the bikeshare program. The Customer Service Expert will work closely with the entire Cultural Trail team to ensure a positive experience for all users of the Trail and bikeshare program. Specific bikeshare program responsibilities may also include fielding inquiries from bike technicians and prioritizing issues with an after hours call center. The position will help establish protocols and policies for customer service in a growing organization. ICT, Inc. seeks candidates that possess a friendly, team-player spirit with the ability to work irregular hours in a fast paced environment.

### REQUIRED:

- High School Diploma or a GED
- Excellent communication skills, both written and oral
- Self-motivated, attention to detail
- Creative, open-minded and ability to learn new skills and think outside of the box
- Desire to work in a team environment
- Strong commitment to great customer service
- Excitement about Indianapolis and the Cultural Trail and interest in bicycling
- Working Knowledge of Microsoft Excel, or similar programs like Apple Numbers

You must meet **at least one** of the following two criterion:

- Minimum of 1 year call center experience, OR
- Minimum of 1 year of general customer service experience in either corporate or retail setting

### PREFERRED SKILLS

- Bachelor's Degree
- Experience with IT systems
- Bilingual
- Knowledge of downtown Indianapolis, bicycles and Indianapolis bicycle infrastructure
- Experience with start -ups, either starting a new organizations or new programs
- Supervisory experience
- Working knowledge of databases

Indianapolis Cultural Trail is committed to diversity among our staff and is an equal opportunity employer. It is our policy to recruit, hire, train, promote and administer any and all personnel without regard to sex, race, age, color, creed, national origin, religion, economic status, sexual orientation, gender identity or expression, physical disability, or any other legally protected basis.

Interested individuals should send a resume to [khaley@indyculturaltrail.org](mailto:khaley@indyculturaltrail.org) and list Customer Service Expert in the subject of the email. Resumes must be received by February 17, 2014. It is anticipated that the selected candidate will begin employment by mid-March 2014.

*Indianapolis Cultural Trail, Inc. ensures that the Indianapolis Cultural Trail: A Legacy of Gene and Marilyn Glick is a beautifully maintained and vibrant community asset connecting people and places in downtown Indianapolis.*