



E-470 PUBLIC HIGHWAY AUTHORITY

Position Opening

JOB TITLE: Operations and Customer Experience Internship

REPORTS TO: Operations and Tolling Services Manager, Operations Department

JOB FUNCTION

The Intern will support E-470's Operations team by providing direct assistance to the operations and tolling services manager, the operations analyst, operations coordinator and other Operations department team members.

DUTIES

- Execute planned Operations and Customer Experience activities, including support of current contracted partners
- Assist with the execution of a to be determined operations project
- Assist with the analysis and research for operational efforts
- Assist E-470 partners with development of customer experience improvement plans
- Contribute to other operational efforts such as workforce planning, KPI evaluation/improvement, and new CX strategies.

REQUIREMENTS

- Student completing third year/entering fourth year of an undergraduate program leading to a degree related to business, operations management, organizational leadership and business administration. Candidates with a bachelor's degree with these majors will be considered.
- Knowledge of E-470 Public Highway Authority, ExpressToll and License Plate Toll brands and services specifically, and transportation services in Colorado in general.
- Demonstrate strong verbal and written skills.
- Demonstrate experience in Microsoft Office, specifically MS Word and Excel.
- Experience in businesses related to customer services or call centers preferred.

COMPENSATION: \$15.50 per hour

ADDITIONAL INFORMATION:

This temporary position is anticipated to begin in May of 2020 and last through mid-August, 2020. Work hours may be negotiable around a class schedule. Interested candidates please email resumes to jkramer@e-470.com