

## **Community Support Associate, January 2019**

Join the Pro Bono Net team to help people use our free, online tools. Our mission is to:

- increase access to justice for low-income people, and
- improve the impact of nonprofit legal and community-based organizations.

Our innovative tools help people understand the law and prepare legal documents. The Community Support Associate will provide user and community support for LawHelp Interactive ([www.lawhelpinteractive.org](http://www.lawhelpinteractive.org)), Citizenshipworks ([www.citizenshipworks.org](http://www.citizenshipworks.org)), immi ([www.immi.org](http://www.immi.org)), and more.

This is a full-time position based in New York City with a generous benefit package, including 4 weeks of paid vacation. To learn more about Pro Bono Net's programs and partners, visit <http://www.probono.net/about/item.Mission>, and [www.immigrationadvocates.org/projects](http://www.immigrationadvocates.org/projects)

### **Responsibilities:**

- Analyze and respond to technical inquiries from partner organizations and questions from English and Spanish-speaking public users.
- Work with program and technology teams to track and resolve issues through our Help Desk and ticketing systems.
- Support product testing efforts and external communication about product releases.
- Assist with keeping relevant Help Center content and product documentation up-to-date.
- Help us think about improvements that foster a positive community experience.
- Analyze and monitor key metrics to guide improvements to product and support.
- Develop expertise in user support, and advocate on users' behalf. Understand user needs and watch for trends, to proactively support partners.
- Assist with trainings and demonstrations to help partners adopt new tools and best practices.
- Maintain a thorough understanding of platform features, and keep up to date on new functions.

### **Qualifications:**

- Undergraduate degree or equivalent required.
- 1-2 years of experience in a customer-facing technology, training or program support role. Previous experience in customer relationship management or product support highly valued.
- A high level of comfort with technology and excellent problem-solving skills.
- Excellent written and verbal communication skills, including the ability to work with individuals with a range of technological expertise in an effective and empathetic manner.
- Detail-oriented and highly organized, with ability to multitask, establish priorities and track projects.

- Strong self-motivation, with ability to thrive and be resourceful in a dynamic environment with new challenges to solve.
- Ability to work well with others and collaborate on team projects involving on-site and remote collaborators.
- Fluency in spoken and written Spanish.
- Previous experience with ZenDesk, JIRA or similar systems a plus.

**To apply:**

Please send your resume, 2-3 professional references, and a brief cover email to explain your interest to [jobs@probono.net](mailto:jobs@probono.net) with Community Support Associate in the subject heading. No calls please. Application deadline of February 17, 2019, but applications will be considered on a rolling basis.

*Pro Bono Net is an equal opportunity employer and all interested individuals are encouraged to apply. Personnel are chosen on the basis of ability without regard to race, color, religion, sex, national origin, disability, marital status, or sexual orientation.*