



Job Title: Technical Support Associate, Part Time, 20-25 hours/week

Reports to: Technical Support Specialist

Position Brief:

At Community Funded, we build a technology platform designed exclusively for Higher Education, Healthcare, and Nonprofit organizations, specializing in online fundraising, supporter engagement, and donor management. We were founded in 2011 by three individuals passionate about connecting people to the causes they care about. From these humble beginnings, we've grown to serve an international client base with cutting-edge solutions that empower organizations to transform their communities through generosity. Our enterprise-level software is only part of who we are --- at our core, our passion is driving positive impact and inspiring individuals to manifest their aspirational selves through philanthropy.

For more information visit our careers page at <https://www.communityfunded.com/careers>.

Position Brief

The Technical Support Associate provides first-tier product support to clients and donors through various support channels, including chat, email, and service tickets. This role serves as the first point of contact for clients and users who have technical questions or problems. The primary role of this position is to diagnose the nature of the incoming request or report, and pass it to the appropriate party: either point the client/user to the appropriate self-serve knowledge base article, video, or other asset; answer the question themselves and resolve the user's issue; escalate the issue to the appropriate department (SM or Technical Support Specialist.)

Essential Functions & Responsibilities

- Provide technical assistance and support for incoming queries and issues related to the Community Funded platform.
- Respond to chats and email messages from customers seeking help.
- Ask questions to determine the nature of a problem.
- Walk customers through problem-solving process.
- Determine the scope of a problem and document it thoroughly.
- Escalate issues to other departments for resolution.
- Follow up with customers to ensure issue has been resolved, as needed.
- Maintain ticket and issue resolution records to reflect the actual state of any issue.

Qualifications & Requirements

- Patience, positivity, and a knack for understanding what people are asking, even when the people aren't sure what they are asking.
- Good grasp of technology in general - broader and shallow experience is better than narrow and deep.
- Good written and oral communication skills, and the willingness to be thorough in communications.
- Ability to reduce client stress by proving capable of resolving and escalating issues in a clear, timely manner.
- A sense of humor.