



Community Support Associate

[JustFund](#) is a platform designed to simplify the grants application process for funders and organizations, and quickly move resources to the field. Our unique values-aligned platform facilitates greater trust, transparency, and accountability across networks and between funders and organizers.

JustFund is seeking a Community Support Associate during a pivotal next phase of growth. Reporting to the Managing Director, the Community Support Associate will provide outstanding customer experience support and help identify new features based on user experience and feedback.

The Community Support Associate serves as the primary point for user engagement, addressing queries, improving our service, fortifying a positive brand image, and communicating to users. This position is ideal for an exceptionally positive, detail oriented, problem solver, who is interested in applying their skills towards JustFund's mission.

We are a small, high functioning remote team, and are seeking someone who is flexible and eager to be part of a rapidly growing organization. We believe the experiences of Black, Indigenous, and people of color, LGBTQ+ persons, and women should be at the forefront of our work, and we encourage people from these communities to apply and join us.

General Responsibilities

Ensuring a positive experience for users

- Serving as the primary point of contact for users
- Answering queries and troubleshoot issues via email, phone, and zoom in a timely manner
- Reviewing daily sign up requests for new users
- Identifying user needs and taking proactive steps to maintain positive experiences
- Tracking, documenting, and analyzing user behavior and feedback, including compliments and complaints
- Logging technical issues, suggesting development feature updates, and implementing improved protocols
- Keeping up to date with industry trends and new technologies
- Informing users and demonstrating new features and functionalities via webinars

Supporting grant cycle management

- Managing grant cycle and user set up from start to finish

- Track grant cycle submissions and ensure information is accurate
- Collect ACH and check information as required and disburse grants
- Ensure grant cycles run smoothly and on schedule

Maintaining portal quality control and producing reporting analytics

- Run quality control reviews to ensure accuracy of proposal content and portal data
- Produce data reports for funders
- Develop quarterly report analytics of progress and growth of the portal
- Support preparing proposals and reports to funders

Qualifications

The successful candidate will demonstrate:

- Deep commitment to JustFund's mission and values
- High energy, enthusiastic, and eager to learn
- Exceptional interpersonal skills and client-centered approach
- Excellent verbal and written communication
- Passionate about problem solving and coming up with solutions
- Outstanding organizational skills with exceptional attention to detail
- Flexible and adaptive work style and enthusiasm for being apart of a growing, entrepreneurial, start up environment
- Passion for building efficient systems with a strong orientation towards utilizing technology to improve efficiency
- Demonstrated experience working with project management tools, CRMs, Zoom, Slack, etc.
- High degree of emotional intelligence, relationship development and management skills with an orientation towards network-building
- High degree of professionalism, efficiency, collaboration, integrity, and optimism
- 2+ years of related work experience in a customer support/experience or similar support role and/or in a philanthropy or nonprofit role

Salary and Compensation

JustFund offers a competitive salary commensurate with experience and a comprehensive, progressive benefit program to attract, retain, and motivate a high-performing and dedicated workforce. Starting salary will be between \$40K - 50K.

To Apply

Email join@justfund.us with your cover letter and resume with subject line: "Community Support Associate" by May 21, 2021. Applications will be reviewed on a rolling basis. Three references will be requested as the application process progresses.

JustFund is an Equal Opportunity Employer. We believe that one of the great strengths of the community is the rich diversity of its residents and we are committed to providing equal employment opportunity for all employees and applicants regardless of race, color, religion, sex, sexual orientation, gender identity, gender expression, age, national origin, ancestry, genetic information, physical or mental handicap, whistleblower status, or any other category protected by state or federal law. Our policies and practices are to reflect our commitment to nondiscrimination in all areas of employment.