



## Internship Opportunity

<b>Job Title:</b>	Customer Support Specialist
<b>Job Type:</b>	Part-time
<b>Time for Position:</b>	20 hrs week - \$18 hr
<b>Reports to:</b>	Executive Director
<b>Location:</b>	hH office/flexible
<b>Website:</b>	<a href="http://www.halfhelen.org">www.halfhelen.org</a>

## Job Description

At half Helen, we exist to help children and adults see the world clearly. We developed a mobile app called swift Screen to help us more efficiently screen children for vision impairment. This app is now available for schools to license. The Customer Support Specialist plays a crucial role in connecting school personnel to the app and provides training and support for the duration of their contract.

## Responsibilities

- Onboard new licensees.
- Act as the point of contact for technical support submitted by school partners via phone and email.
- Research and respond to inquiries in a timely manner.
- Create and submit detailed logs documenting customer interactions that are accurate, thorough, and timely.
- Determine the training needs for new and experienced users.
- Produce educational and training materials (*e.g. videos, cheat sheets, case studies, etc*)

## Qualifications

- Currently enrolled in an accredited University
- Sincere interest in working for a mission-driven organization
- Computer savvy

- Strong verbal and written communication skills
- Ability to quickly learn new tools and processes to support customers
- Highly motivated, self-directed, and innovative.
- Ability to work both independently and in collaboration with others.
- Initiative and the ability to manage time to meet defined performance and activity goals.

**To apply:** please email your resume to Meghan Jones at [meghan@halfhelen.org](mailto:meghan@halfhelen.org)