

## Support Agent Position

### The Organization

The Family Independence Initiative (FII) is a national diverse organization of racially diverse individuals with a passion for social justice. Our mission is to accelerate social and economic mobility for individuals and families living with low incomes.

After working with thousands of families since our founding in 2001, at FII, we are certain people don't live in poverty because they are lazy, uneducated or mismanage money as stereotypes would indicate. Instead, the poverty cycle, which disproportionately impacts Black and Latinx communities, can be traced to well-intentioned but inadequate governmental and charitable policies and practices that rely on a traditional top-down approach. Our approach views low-income individuals and families from a position of strength, recognizing that they have the capacity and insight needed to make decisions for themselves and don't need outside saviors or solutions.

### Our three-pronged strength-based approach includes:

1. **Capital** – direct cash investments
2. **Choice** – freedom for families to use the cash as they see fit
3. **Community** – a platform for people to build and strengthen their social networks

To execute our approach, we built UpTogether, a technology platform that transfers cash investments directly into families' bank accounts (or sends them a prepaid card if they prefer) and offers an interactive component for individuals to grow and strengthen their social networks, and support one another so they can move up together.

We have proven that fostering social networks, honoring self-determination, and matching people's efforts with unrestricted cash investments results in achieving significant progress toward social and economic mobility. Our focus now is on bringing this approach to philanthropic and government organizations throughout the country by encouraging the adoption of direct investment and the distribution of funds through our UpTogether platform.

### At FII, we work towards these values:

- **Impact:** We seek to bring our strength-based approach to the 50M+ people struggling with poverty and their communities in this country.
- **Leadership:** We value a culture where everyone is constantly learning and applying that learning to create solutions in a partnership that can be tested and applied at scale.
- **Partnership:** We invest in building partnerships of proactive communication and mutual trust within and outside of the organization.
- **Equity:** We create a community that embraces racial and gender equity, diversity, and inclusion, and we support the efforts of others to build such communities.

**The Position**

FII is seeking a Support Agent to join the Support Team of the Technology department. The agent will be a full-time team member and will be considered part of the core support group. This means that the agent will have expectations similar to the rest of the core support group.

This is a 1-Year full-time (40 Hrs/Week) contract position. This is a 100% remote position (must be based in the United States), so the successful candidate will have a solid (and consistent) internet connection and functional work environment. This includes a fully functional computer (laptop or desktop) with video conferencing capabilities. Travel will not be required for this role.

**Role and Responsibilities:**

- Provide support via various support channels to all UpTogether platform Users, including but not limited to; members, fund applicants, and partners. Support platforms include but are not limited to:
  - UpTogether Ops
  - Zendesk Suites (Tickets, chat, phone, articles)
  - Berbix
  - Stripe
  - Slack
  - Textline
  - Email
- Properly investigate and report UpTogether bugs (technical issues) to your team lead, including all the steps to replicate the bug (screen images if possible).
- Work on miscellaneous tasks related to investigating members/applicant's application status, payment status, invite code status.
- Properly use support software tools such as but not limited to; Operations App, Clubhouse, Zendesk, Stripe, Berbix, Slack, Email, and RConnect Shiny App.
- Support Agents with multiple language capacity may be asked to help with translation tasks.
- Submit bi-weekly schedule availability showing the days and times you are available to work during each two-week increment. Communicating with team lead if circumstances change during a two-week cycle.
- Keep an open and active line of communication with your team lead and the rest of the team. The expectation is that you respond to emails/messages within 2 hours during work hours and within 24-48 business hours when not working.

**Ideal Candidate**

- Ability and willingness to learn new technologies as needed
- Self-starter who wants to spend the majority of their time breaking and improving things
- A personal connection to FII's mission. Understand what we're trying to do, and be excited to be a part of it!
- Flexible weekend & weeknight availability

**Qualifications, Attributes & Skills**

- Interest in working in an organization that continuously evolves and changes, requiring flexibility and excitement for iteration.



*Trust and invest in families.*

- Excellent communication skills, responding to internal and external needs in a timely manner
- Comfortable interacting with a diverse group of stakeholders and the public and a passion for building relationships with people of different backgrounds
- Ability to work independently **and** as a member of a team.
- Ability to self-manage and work remotely.
- Deep belief and trust in the innate capabilities of low-income families and communities.
- Demonstrated leadership through learning, creating solutions, and accountability.
- Keenly interested in learning from others
- Working knowledge of MS Office, familiarity with Google applications.

### **The Team**

You will be working with the core Support Team, which is currently composed of 5 team members and expected to grow up to 7 or 8. However, there are an additional 15-20 part-time consultants that you will be supporting and collaborating with. The support consultants team will be specifically focused on reviewing eligibility requirements and processing COVID-19 applications while monitoring for fraudulent activities in our systems. We are very active on Slack and are focused not only on doing meaningful work but also on enjoying the process of working and building together.

### **Compensation**

This is a 1-year contract (1099) position with the possibility of extension. The hourly rate is \$25-\$30/hour based on experience.

### **To Apply**

To be considered for this exciting opportunity, please submit a resume and cover letter via email, with the subject line "Support Agent" to [jobs@fii.org](mailto:jobs@fii.org). Your cover letter should outline how your work history and personal contribution would make a difference for FII and your connection to our mission.

### **Inclusion Statement**

At FII, we strive to create a community that embraces equity, diversity, and inclusion, and we support the efforts of others to build such communities. We are committed to an inclusive work environment and are intentional about seeking a diverse pool of candidates that represents the communities with which we work.

FII is committed to the principles of equal employment. We create a diverse work environment and do not discriminate on the basis of race, color, national origin, sex, gender identity, religion, sexual orientation, age, disability, parental status, veteran status, or any other protected status under applicable laws. We encourage individuals of all backgrounds to apply.

\*Applications submitted without a cover letter will not be considered.