

ONETABLE // User Experience Specialist

About OneTable:

At OneTable, we support people to end their week with intention. As an online and in person community, we help people in their 20s and 30s find, enjoy and share Shabbat dinners, explore Judaism and Jewish practice, and make the most of Friday night. As we expand and evolve in cities across the country, we are looking for strong team members to help us grow our community. For more information: onetable.org.

JOB DESCRIPTION:

The User Experience Specialist is a new, full-time position available immediately in the OneTable Operations Department. The position is primarily responsible for providing all OneTable hosts with “nourishment credit” through the back-end work of purchasing online gift cards for 100+ Shabbat dinners weekly. The User Experience Specialist will support and enhance all aspects of the OneTable user experience and will report to the Director of Finance, Operations and Technology.

Essential Functions:

- Own and enhance the process by which we provide hosts with nourishment credit. ([Click here](#) for more info on nourishment).
- Manage Salesforce CRM including data importing, cleaning and updating.
 - Generate regular and ad hoc reports and create dashboards
 - Assist staff with creating and customizing reports
 - Track user interactions
- Oversee the OneTable "help desk" including:
 - Respond to support emails in a timely manner
 - Speak with users via live chat on the website
 - Take phone calls and troubleshooting via screen share to help people users tech.
 - Manage the help@onetable.org email account
- Gather feedback about our online platform and app from staff, hosts, and guests and incorporate into a feedback mechanism for continual improvement.
- Perform other tasks and duties reasonably related to job responsibilities and skill set

Education and Experience Required:

- 2 year minimum in user experience/ customer service/ support
- Bachelor's degree
- Familiarity with CRM like Salesforce, or ability to learn quickly
- Experience with project management tools like Trello or others
- Experience with, or knowledge of, young adult Jewish communities helpful

Key Attributes:

- Attention to detail and strong execution skills.
- Well-organized multi-tasker — who doesn't stress out at the drop of a hat. OneTable is fast-paced — no, seriously, we mean it.
- Ability to figure things out — and aren't afraid of a good ol' YouTube tutorial!
- Warm personality — you will be dealing with many users of OneTable platform.
- Patience — often the "bug" is really user error.
- Entrepreneurial spirit, defined as attitude and approach to thinking that actively seeks out change, rather than waiting to adapt to change. It's a mindset that embraces critical questioning, innovation, service and continuous improvement.
- Self-driven and determined to reach goals. You will need to be ambitious, not settle and can think creatively on the spot.
- Able to deal with uncertainty — we mean this one, too.
- Dogged and determined.
- Kind, communicative, passionate, creative, and always willing to improve.
- Able to create great working relationships with everyone.

Compensation Package: Salary is negotiable; commensurate with experience

All employees are offered a full benefits package including health, dental, vision insurance, 403b matching after one year, pre-tax TransitChek, flexible spending account, short and long-term disability and life insurance. But that's not all -- OneTablers get paid time off and all the Jewish holidays off. Our offices are funky and fun and full of other start-up folks (some even have cold brew on tap).

Location: OneTable's national office is in New York City (WeWork NoMad). Ideal candidates are based in NYC, but we are also open to those in OneTable's Chicago hub.

To Apply:

[Click](http://www.onetable.org/careers-apply) to fill out our online application: www.onetable.org/careers-apply
Questions? Email careers@onetable.org

Equal Opportunity Employer:

OneTable provides equal opportunity to all people regardless of race, color, ethnicity, religion, national origin, sex, gender (including pregnancy), sexual orientation, gender identity and expression, body configuration, age, disability, marital status, height, weight, or political belief. This policy applies to all employees and applicants for employment.