

Customer Support and Training Representative - NH, MA, CT

Little Green Light is growing again, and we are looking for a full-time Customer Support and Training Representative with prior fundraising and donor management software experience who will complement our outstanding customer support and training team.

As a Customer Support Representative for Little Green Light, your passion for providing exceptional customer service and virtual training resources will contribute to a key hallmark of LGL. You will act as the first line of response for LGL customers and communicate through email in an open, helpful, and focused way to address customer questions and issues.

As a Training Representative, you will engage in a variety of activities, all sharing the objective of helping LGL customers improve their ability to use LGL. You will lead several audio Q&A sessions per week and assist other team members to present and follow up on LGL training webinars. In addition, you will help improve LGL's training resources.

An ideal candidate for Little Green Light's Customer Service and Training Representative position will possess the following capabilities, characteristics, and skills:

- Bachelor's degree
- 3-5 years of experience in a nonprofit development/advancement environment, with a strong understanding of development principles and best practices
- 2+ years of prior daily experience working in a donor management system, particularly in a development operations capacity
- Experience training a variety of people on improving their comfort and effectiveness with CRM/donor databases and associated tools (e.g., MS Word, MS Excel, etc.)
- Strong written communication skills, exhibiting both clarity and a friendly personality
- Ability to think quickly and bring your depth of knowledge and experience in development to bear on impromptu questions in a live webinar setting
- Finds joy in troubleshooting customer questions and discovering solutions to their problems using LGL
- Self-directed and comfortable working on a small team with significant responsibility
- Ability to work collaboratively with other customer support representatives and ask for help when needed
- Ability and desire to work from home
- Must be a resident of NH, MA, or CT
- U.S. work authorization

This position has a salary range of \$60,000 to \$75,000, plus health and vision insurance, life insurance, dental HRA, 401(k) retirement with company match, 40 hours of paid volunteering time, monthly technology stipend, discretionary bonuses, 13 paid holidays per calendar year, and 17 PTO days/year to start. Employees are eligible for 12 weeks of parental/medical leave (8 weeks paid) after successful completion of one year of employment. If interested, candidates should submit a cover letter and résumé through our [Careers page](#).