

Trust & Safety Support Lead

Description

ClassDojo's goal is to give every child on Earth an education they love. We started by building a powerful network for communication. ClassDojo's flagship app is the #1 communication app connecting K-8 teachers, children, and families globally. Teachers use it to share what's happening throughout the day through photos, videos, and messages that make parents feel like they're there. It's actively used in over 95% of US schools, reaching over 50 million children in 180 countries, with a team of just around 200 people [1]. We are now beginning to use this network to give kids the best learning experiences in the world, far beyond those a standard school can provide. We hire for talent density. Our team comprises the most talented, entrepreneurial, and innovative teammates from around the world, with experience in education and large scale consumer internet companies, including Instagram, Netflix, Dropbox, Stripe, Uber, Y Combinator, and more. We're building a company where the most talented people want to work. We believe you'll do the best work of your life here and you'll pioneer the future of education, too. We are hiring a Trust & Safety support lead to handle sensitive tickets coming from a variety of users. This can be parents, teachers, tutors, school leaders, children, and even government bodies. This is a critical role to provide our community the right support as we continue to scale multiple products. It is a small team where your feedback and ideas will have significant influence. What you'll do: Lead a team of specialists to accurately respond to escalated customer support tickets in a timely fashion Identify and document product and process improvements that you are observing from customer interactions Uplevel our team by enhancing training materials of our privacy/safety customer support protocols and bring on new team members as needed Work with legal, trust & safety, product teams, and leadership to respond to highly sensitive issues You will be a match if: You have 5+ years responding to escalated customer service requests with ticketing software such as Zendesk You have created new standard operating protocols and trained new team members onto them You are comfortable handling sensitive communications and subject matter You have excellent written and verbal communication skills and are comfortable interacting with a variety of audiences You are comfortable managing your own schedule for follow through on all needed tasks You want to work in a fast-moving company with high expectations You might be a good match if: You have Previous exposure to child safety issues as a social worker, teacher or member of law enforcement You have been a Trust & Safety lead before at a consumer tech company, overseeing a queue of work and implementing new processes You have Familiarity with no-code workflow tools such as Zapier, OneTrust, or AirTable [1] Some more context: (If you are on LinkedIn, you will not be able to access the hyperlinks below. Once you click apply, you will be directed to our career website (if you are not on there already) and will be able to access the hyperlinks) - ClassDojo's \$125m Series D (Forbes) and Sam's note about it. - ClassDojo is one of Y Combinator's Top 100 companies - ClassDojo's Second Act Comes with First Profits (TechCrunch) and Sam's note about it. We are committed to equal employment opportunity regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity or Veteran status. In accordance with the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records. We are happy to accommodate any disabilities or special needs. We are a distributed company, so we hire regardless of location, as long as you are willing to have significant hours overlap with one of the Americas time zones. #LI-Remote Please mention the word ****ENVIABLY**** and tag `RMzUuMjM1LjEwNy40Mg==` when applying to show you read the job post completely (`#RMzUuMjM1LjEwNy40Mg==`). This is a beta feature to avoid spam

Hiring organization

ClassDojo

Job Location

San Francisco Bay Area, California, United States

Date posted

June 17, 2024

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Contacts

Job listing via RemoteOK.com