Lucidsoftware

Customer Operations Intern

Our mission is to make work better. And we hold true to our core values of:

- **INNOVATION** in everything we do.
- **PASSION & EXCELLENCE** in every area.
- Providing individual **EMPOWERMENT, INITIATIVE,** and **OWNERSHIP**.
- **TEAMWORK** over ego.

Responsibilities:

- Identify and monitor key user operational metrics to help drive improvements to our product and support offerings.
- Manage technical issues by investigating and troubleshooting problems, escalating user issues, managing issue workflow and proactively identifying consumer needs.
- Collaborate with Engineering, Product Management, and other cross-functional peers on specific user-impacting issues and bugs.
- Develop and maintain product expertise and work closely with other support and product team members to resolve user issues.
- Write compelling, clear Help Center and user education content and analyze user behavior data and make content improvements based on metrics.
- Represent Lucid by growing and managing a Lucid product community, building healthy relationships with users to resolve issues, and driving community strategies to ensure forum health and users' questions/feedback receive quality, timely answers.

Minimum Qualifications:

- Knowledge of Lucid technology, the Internet and social media.
- Strong people skills to build relationships with our current and potential users.
- Ability to translate complex technical ideas into simple, easy to understand content.
- The ability to work independently, cross-functionally, and on multiple initiatives at the same time with a proven record of driving results.
- Excellent problem-solving skills, sound business judgment, strategic and analytical capabilities in a fast-paced environment with evolving priorities.
- Excellent project manager and self-starter, with the ability to work independently across multiple concurrent initiatives.

Preferred Qualifications:

- Experience working in technology, education, support operations, and/or consulting.

- Experience in basic HTML, CSS, Javascript and CMS skills.
- A strong understanding of user experience principles, and using rich media and social media for user-focused communications.
- Technical aptitude and troubleshooting skills to identify and effectively escalate product bugs

To apply, please send your cover letter and resume to the Internship Coordinator:

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