Technical Writer / Training Specialist

At frevvo, we believe that manual, paper and email-based processes don't belong in the modern world. We enable digital transformation. Our easy to use cloud designer and wizards enable anyone to create and manage beautiful dynamic approval workflows that work on all devices, capture e-signatures, and solve real business problems.

Are you ready to work for a fast-paced company committed to their product and their customers? Collaborate with a visionary development team, outstanding Support, Quality Assurance, Client Services and Sales teams to deliver a powerful and easy to use online form/flow builder?

As a member of the frevvo team, you will produce high quality documentation for both customer & internal use. You will contribute to customer services via online chat directly with prospective customers and assist with Security Manager selection and configuration. Your input for product improvements/suggestions will be solicited and appreciated.

Documentation Responsibilities:
- Work with internal teams to obtain an in-depth understanding of the product and the documentation requirements
- Produce high-quality concise documentation for people with a wide variety of technical backgrounds
- Explain new and sometimes complex features in a clear, simple and concise manner
- Research and coordinate Confluence documentation wiki upgrades with the infrastructure team
- Review Jira ticketing system and compose release notes
- Write & publish Cloud upgrade & software release availability announcements

Support Responsibilities:
- Assist prospective customers visiting the frevvo chat by sharing doc links & short help sessions.
- Work with the Sales, Support and Client Services teams to keep them informed of chat activity

Training Responsibilities:
- Design and deliver new product release feature Webinars to internal teams and customers
- Deliver Mini-Training sessions upon request

Other Responsibilities:
- Schedule and assist customers with Security Manager selection and configuration.
- Attend weekly Customer Success team meetings
- Attend Engineering team meetings to keep on top of new features under development

What You Should bring to the table:
- Bachelor's degree in Technical Documentation or proven experience in related field
- Working knowledge of JavaScript, HTML, SQL databases
- World Class customer service skills

- Excellent written and verbal communication skills. Strong attention to detail.
- Ability/desire to write in explanatory and procedural styles for multiple audiences
- Experience with Confluence wiki or willingness to learn
- Experience delivering accurate and helpful product training sessions
- Ability to learn new technologies quickly.
- Skilled in prioritization and multitasking.
- Team player attitude and a great sense of humor

Benefits and Perks
- Competitive Salary
- Bonus Plan
- Stock Options
- Medical, Dental, Vision for you and your family
- 3 weeks PTO for new hires
- Retirement Plan with company match