



JusticeDirect

powered by Quest for Justice

CUSTOMER EXPERIENCE ASSOCIATE (REMOTE)

DESCRIPTION

As the Customer Experience Associate, you will play a crucial role in ensuring our clients' success with our JusticeDirect product. You will be part of our Customer Experience team, helping users through our application, fulfilling orders, resolving any issues they encounter, and ultimately achieving their legal objectives. This position is ideal for someone passionate about customer service, technology, and making a meaningful impact in the legal field.

ABOUT QUEST FOR JUSTICE AND JUSTICE DIRECT

At Quest for Justice, we are empowering ordinary people with technology to be their own heroes in the pursuit of civil justice via our direct-to-consumer product, JusticeDirect. The JusticeDirect product is an end-to-end solution for self-represented litigants in civil courts, allowing them to manage their cases and to work with litigation support service providers throughout the entire process.

RESPONSIBILITIES

- Resolve customer concerns via phone, email, and live chat.
- Fulfill customer orders by printing, shipping, and processing legal documents.
- Maintain, introduce, or champion initiatives that can improve the customer experience and team efficiency (we care deeply about our [customer reviews](#)).
- Create and update user guides, FAQs, and other support documentation in plain English so that customers can navigate the legal process confidently.
- Ability to pay close attention to detail and support the legal team with preparing and analyzing legal documents and situations.
- Troubleshoot technical issues and provide solutions to ensure user satisfaction.
- Gather user feedback and collaborate with the product development team to improve our software.
- Willingness to roll up your sleeves, be additive when and where you can, and support team tasks to help out the company when necessary.
- Triage and prioritize daily tasks and customer requests.

QUALIFICATIONS

- Bachelor's degree or equivalent experience.
- 1-2 years of experience in a customer service role.
 - *Bonus points if you have worked at a law firm, studied a pre-law track, or are in a high-volume service-based industry.*
- Excellent communication skills, both written and verbal.
- Strong problem-solving abilities and technical aptitude.
- Empathy and patience in dealing with users who may be unfamiliar with legal processes or technology.
- Ability to work independently and as part of a team in a fast-paced startup environment.

If you are interested, please email your resume to careers@q4justice.com.



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WORK ENVIRONMENT & BENEFITS

- Full time
- Fully remote
- Salary range \$55,000 - \$65,000
- Flexible working hours (may need to be available on-call during non-business hours on rare occasions)
- Around 22 days of paid PTO and 8 sick days per year
- Medical, dental, vision, and life insurance
- 401(k)
- 10 paid holidays

INTERVIEW PROCESS

- We will conduct three to four interviews with different members of our team.

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