



## SMART Recovery Online (SROL) Support Assistant

Full-time, hourly; 40 hours per week

The SROL Support Assistant will perform a variety of tasks to provide support to managers, SROL volunteers, and SMART Recovery Online participants with exemplary customer service. This person must have already completed the SMART Recovery Training. This position requires U.S. residency.

### Skills Required:

- Well versed in the organizational and software tools that are an integral part of the Microsoft Office Suite, including but not limited to Word, Excel, Outlook, SharePoint, and Teams.
- Knowledge of or ability to learn additional platforms such as: Vbulletin, WordPress, etc.
- Excellent verbal, written, and communication skills.
- Customer service focus; positive attitude, professional, warm, caring and empathetic demeanor.
- Strong attention to detail, follow-through, and commitment to quality
- Excellent organizational skills and the ability to prioritize work under pressure
- Able to work from a virtual environment if/when necessary, without distractions.
- Ability to carry out assigned responsibilities with discretion, and minimal oversight and direction.
- Communicate with staff, contractors, Board of Directors, volunteers and public with diplomacy, tact, empathy, and courtesy.
- Ability to work independently while functioning as part of a team
- Flexibility as job needs change/arise
- Enjoys working collaboratively as part of a team.
- High level of enthusiasm and energy; professional
- Graduation of SMART Recovery Online Facilitator and Family & Friends Training within 30 days of hire.



## SMART Recovery Online (SROL) Support Assistant

### Primary Responsibilities:

- Assist with resetting passwords and username changes for Online Community participants.
- Provide access to specialized forums for our Online Community participants as requested.
- Assist participants/treatment centers with multiple account warnings.
- Assist participants with registration related questions.
- Assist with gathering information for required reports.
- Assist with gathering information for and editing monthly volunteer newsletter.
- Other projects or tasks as requested.

\*To apply for this position, please submit a resume and cover letter to [hr@smartrecovery.org](mailto:hr@smartrecovery.org). Please use Call Center Position in the subject line. \*