

Senior Technical Writer, Customer Education



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Phone :

Web :

Job Summary

Vacancy :

Deadline : Jul 14, 2024

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Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

Clio is more than just a tech company—we are a global leader that is transforming the legal experience for all by [bettering the lives of legal professionals](#) while [increasing access to justice](#).

Summary:

We are currently seeking a Senior Technical Writer to join our Customer Education team. This role is available to candidates in Vancouver, Calgary, and Toronto.

What your team does:

Our Customer Education department is a relatively new team in the Customer Success organization, and we are on a mission to build and scale a department that is both human and high-performing. Our CE team is here to empower our customers to do their best work through just-in-time onboarding, building best practices, training, coaching, and knowledge management. We focus on creating world class experiences, education, and support that elevates the development and performance of all Clio Customers.

Who you are:

As a strong technical writer, you excel in breaking down complex concepts into clear and accessible content. Your self-driven and well-organized nature means you can work efficiently both independently and as part of a team. You are able to work with an evolving portfolio – flying your kite on a string rather than on a stick.

What truly sets you apart is your passion for getting into the details. You revel in delving deep into complex problems and enjoy solving them incrementally, recognizing that big issues can often be tackled most effectively one step at a time. Your dedication to education and empowering customers aligns with a commitment to doing what's right. You believe in equipping and informing customers, demonstrating a strong sense of ethics and responsibility.

What you'll work on:

- Generate original content as needed, at times on a tight deadline, that is on point with our brand's style guide and content requirements;
- Maintain (write, edit, format, and proofread) Clio's Help Center and external-facing learning resource, acting as a final-editor before content lands publicly;
- Create, maintain, implement, and lead Help Center content guidelines, and inform and educate internal partners on best practices;
- Collaborate with product marketing, product, engineering, and learning teams to create external-facing resources to support new features, products, integrations, and services, including UX copy, product guides, help center articles, and more;
- Collaborate with Learning, Marketing, and Product teams to create external facing resources to support new features, products, integrations, and services;
- Constantly maintain and improve the quality of our content and self-serve offerings on the Clio Help Center, in-product, and beyond;
- Leverage self-serve analytics and live usage data and consult with the inter-departmental and other business partners to identify opportunities to innovate on self-serve offerings in order to provide increasingly upstream customer service and issue avoidance;
- Collaborate with CS teams and stakeholders around the business to identify areas of improvement for our eFiling and Help Center content;
- Assist and/or lead small projects based on organizational need and your interests, skills, and experience;
- Identify and address content gaps and need for additional visual media using proven methodologies and principles.

What you have:

- 2-5 years of technical writing, educational writing, and content authoring in a fast-paced, high-growth environment;
- Proven ability to design effective learning assets that meet the goals of the business and consider the needs of our customers;
- Ability to manage and prioritize multiple projects, deliverables, and competing priorities with a proven record of success;
- Must have experience with different writing mediums, including but not limited to knowledge centre communication, in-product communication, marketing communication, and more;
- Ability to get up to speed on our industry and product offerings quickly.

Serious bonus points if you have:

- A degree in adult learning or writing;
- Experience in multimedia development or back-end web coding.

What you will find here:

Compensation is one of the main components of Clio's Total Rewards Program. We have developed a series of programs and processes to ensure we are creating fair and competitive pay practices that form the foundation of our human and high-performing culture.

Some highlights of our Total Rewards program include:

- Competitive, equitable salary with top-tier health benefits, dental, and vision insurance
- Hybrid work environment, with expectation for local Clions (Vancouver, Calgary, Toronto, and Dublin) to be in office min. once per week on our Anchor Day.
- Flexible time off policy, with an encouraged 20 days off per year.
- \$2000 annual counseling benefit
- RRSP matching and RESP contribution
- Clioiversary recognition program with special acknowledgement at 3, 5, 7, and 10 years

The expected salary range* for this role is \$91,800 to \$124,300 CAD. Please note there are a separate set of salary bands for other regions based on local currency.

**Our salary bands are designed to reflect the range of skills and experience needed for the position and to allow room for growth at Clio. For experienced individuals, we typically hire at or around the midpoint of the band. The top portion of the salary band is reserved for employees who demonstrate sustained high performance and impact at Clio. Those who are new to the role may join below the midpoint and develop their skills over time. The final offer amount for this role will be dependent on geographical region, applicable experience, and skillset of the candidate.*

Diversity, Inclusion, Belonging and Equity (DIBE) & Accessibility

Our team shows up as their authentic selves, and are united by our mission. We are dedicated to [diversity, equity and inclusion](#). We pride ourselves in building and fostering an environment where our teams feel included, valued, and enabled to do the best work of their careers, wherever they choose to log in from. We believe that different perspectives, skills, backgrounds, and experiences result in higher-performing teams and better innovation. We are committed to equal employment and we encourage candidates from all backgrounds to apply. Clio provides accessibility accommodations during the recruitment process. Should you require any accommodation, please let us know and we will work with you to meet your needs.

Learn more about our culture at clio.com/careers

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
