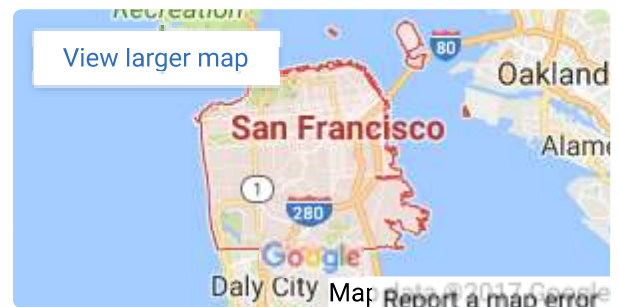


# Trainer/Technical Writer

📍 San Francisco, CA - 📶 Remote OK 🏢 Full-Time

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Company Website (<http://www.actionkit.com>)



## About

We Also Walk Dogs is hiring a Trainer/Technical Writer to help clients learn how to use ActionKit more effectively.

ActionKit ([actionkit.com \(http://actionkit.com/\)](http://actionkit.com)), built by We Also Walk Dogs, is used by dozens of major progressive nonprofits to activate and organize tens of millions of online supporters. If you've signed a petition for CREDO Action, attended an event for Indivisible, 350.org or PeoplePower, called your legislator for Everytown or MoveOn, or donated to MercyCorps, NARAL or AllOut, you've used our software.

We Also Walk Dogs is a small, friendly, and clever company. Named after a Robert Heinlein story about a company that specialized in solving impossible problems, We Also Walk Dogs has spent over a decade serving online progressive organizations and charities.

## Responsibilities:

- Develop an in-depth understanding of the product and the documentation
- Write and record support materials, videos and descriptions of new features



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- Run individual and group training sessions covering all aspects of ActionKit for new and existing clients
- Identify and help clients to find “hidden features” and adopt “best practices” based on our experience working with dozens of clients
- Work with our designer to find ways to simplify the user interface to minimize the need for documentation and to integrate help into the product directly where that’s not possible
- Pitch-in as needed on other priorities

## Job requirements are:

- Excellent written and verbal communication skills
- A solid understanding of political advocacy organizations and online best practices
- Experience using online organizing software like ActionKit
- Working knowledge of HTML, CSS, Javascript and screen capture/video software
- Knowledge or enthusiasm for learning basic mySQL
- Strong ability to quickly grasp technical concepts and explain them

## Is this the job for you?

- Do you want to empower progressive organizers in their work? ActionKit rocks! But not if you don’t know what’s possible or can’t figure out how to use it. We need someone who is passionate about showing existing and prospective clients what they can do.
- Are you interested in how people learn? ActionKit's users range from



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variety of ways that speak to all of these users so they can do their work, hopefully without really noticing that they're learning something new.

- Can you wear a lot of hats? We're a small company and not much for bureaucratic divisions. The boss codes, the project manager gives sales demos and the programmers cover support shifts. At some point, you'll likely identify use cases for the developer of a new feature, help test a new feature, manage logistics for our annual client meeting and more.
- Do you love working independently? We all work remotely. Hours are flexible as long as you get the job done. Nobody's looking over your shoulder, so you need to be self-directed and motivated.

### Why work for us?

- Work with an awesome team for awesome causes.
- Competitive salary.
- Remote work. Hours and location are flexible.
- Four weeks paid time off. We encourage you to take vacation; we are not the sort of workplace that pressures anyone into 60-hour weeks.
- A free, great health insurance policy and 401(k).

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