

# Just Vertical Customer Experience and Plant Growth Intern

## Positional Overview

<b>Job Title</b>	Customer Experience and Plant Growth Intern	<b>Position Type</b>	Internship
<b>Job Location</b>	Remote-Online optional, hybrid in person preferred	<b>Employment Category</b>	Operations
<b>Remuneration</b>	<b>\$19/hr. – job role is dependent on funding</b>		

## Job Description

At Just Vertical, we're in the process of rapid growth (figuratively and literally). The majority of that growth is fueled by getting our gardens (the AEVA & EVE) out to aspiring growers via our eCommerce store located at justvertical.com.

We're looking out for an individual to fill a role to help our growers increase their yields and thrive while using our gardens. This will be done by doing grower outreach, surveys, and engagement to learn how growers are struggling, succeeding and how we can best help them. This will translate into content like videos, guides, and questions that will be distributed via our social media and email channels. Bonus: our values are amazing and super easy to communicate because we're helping the world grow amazing, fresh, sustainable food at home.

What sort of impact will you make? Our vision for the role is that you will help further our vision of a sustainable food future by ensuring that our gardens are easy to use, grow well, and people have the resources to use them properly. After all we can't change the future of food if people are struggling to use the technology.

This role will assist and be responsible for creating long-form written content, producing videos, writing blogs, updating website content, reaching out to customers, monitoring and answering service requests and developing new and novel ways to communicate what Just Vertical is about. We expect 80% of the work performed to be customer facing and 20% working internally.

As Just Vertical is entering a growth mode this provides a significant opportunity to pioneer and build an overall customer growing experience that could drive the adoption of sustainable indoor gardening

technologies for years to come. This really is an opportunity to do something lasting (not sit at the bottom of a large organization and have little influence).

This will require creativity, problem solving, and some trial and error as this is a new type of product that many prospective growers are not already familiar with.

The initial first weeks will focus on working to familiarize yourself with the company, its mission, technology, and your goals as an employee of Just Vertical. From there, you will work with the Head of Marketing and Growth to fill some immediate need gaps including familiarizing yourself with the existing customer experience tools, learning the process of customer interaction, and starting to strategize how we create content moving forward.

## Roles & Responsibilities

- This individual will fill a role to fuel growth through our consumer program by assisting marketing and growth lead.
- As Just Vertical is entering a growth phase, this provides a significant opportunity, to pioneer and build content and processes that could power the adoption of sustainable indoor gardening technologies for years to come. This really is an opportunity to do something impactful.
- This will require creativity and some trial and error as this is a new type of
- product that many consumers are not already familiar with.
- We're looking for someone who is interested and willing to tell a story.
- We need you to be comfortable speaking with customers and bringing the unfiltered truth back to the company on how people are interacting with the technology so we can make improvements.
- Some immediate gaps and roles that this position will be starting and performing, Are: familiarizing yourself with the customer experience process, how people interact with the product, and what they do when they need help in their growing.

## Job Requirements

- Having access to a computer and Microsoft Word or equivalent software is a necessity
- Stellar written and oral communication skills
- Willingness to try innovative strategies
- Excellent time management, able to balance many incoming priorities

- Having the ability to 'wear many hats' to experience different roles in a fast-paced working environment is an asset