Job Title: Systems & Automation Specialist
Based in: Poland & Mexico

Interested candidates: please send your CV and evidence of your work (e.g., portfolio, GitHub repositories, project websites) to careers@tent.org. You may submit an additional brief cover letter if you would like.

About the Tent Partnership for Refugees:
With more and more refugees displaced for longer periods of time, businesses have a critical role to play in helping refugees integrate economically in their new communities. Tent was launched in 2016 by Hamdi Ulukaya, the CEO and founder of Chobani – a multibillion dollar food company in the U.S. – to mobilize global businesses to fill this gap by helping connect refugees to work. Today, Tent is a network of over 350 major companies committed to hiring, training, and mentoring refugees. Find out more at www.tent.org.

About the role:
As a Systems & Automation Specialist at Tent Partnership for Refugees, you'll play a critical role in developing, optimizing, and maintaining low-code/no-code systems to enhance the user experience of refugees and Tent member companies. This position sits on Tent's Strategic Initiatives team, which leads innovation, design and development of technology-based solutions to help refugees get hired, mentored, and trained at scale.

Key Responsibilities:
- Develop and maintain low-code/no-code systems using tools like Airtable, Softr, Salesforce, and Make, aligning them with product requirements.
- Define, develop and maintain optimized system automations through a strong handle on scripting and ways to limit automation runs.
- Connect different systems and services via APIs like Twilio's WhatsApp API.
- Create comprehensive internal documentation and product dashboards to help non-technical staff understand systems and product performance.
- Continuously improve the experience for refugees and Tent member company employees through product discovery, tests, and delivery.

Essential Skills & Experience:
- 1-2 years of experience in low code/no code development and/or automation, as well as 1-2 years of development and/or automation experience with low code platforms such as Airtable, Softr, Salesforce, Make or Zapier
- Automation experience, including scripting
- Understanding of automation limits, and how to optimize and limit automation runs
- Understanding of relational database design
- Coding experience with CSS and JavaScript
- Understanding of, and experience working with, APIs
- Ability to write and maintain system documentation
- Experience and/or interest working with Twilio's WhatsApp API and/or Twilio Studio
- Experience and/or interest working with Softr

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- Fluent in written and verbal English
- Flexibility between automation implementation and other product-related tasks like design and documentation
- Bachelor's degree in related technical field, or equivalent practical experience

Preferred Skills & Experience:
- Experience and/or interest creating dashboards
- Experience and/or interest writing copy for product and/or product marketing
- Good eye for design

Desired Qualities:
- A self-starter, able to work independently; comfortable operating in gray areas
- Ability to work in a fast-paced environment and manage shifting priorities
- A willingness to roll up your sleeves and tackle new challenges
- A hard worker willing to go above and beyond to deliver high-quality work
- A positive, energetic, and collaborative mindset

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