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# Example of Advocate Job Description

Our company is growing rapidly and is looking for an advocate. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for advocate

* Document prewritten language and procedures for replying to common user issues
* Document process and product information for the support sire and the team's Knowledge Base
* Oversee products' infrastructure (prewritten language and support site) for accuracy
* Propose ideas for new prewritten language and support site changes that enhance our user support
* Provide feedback on team writing to ensure that users get the most accurate, pleasantly-delivered, and helpful information as is possible
* Educate users about our products and cross-sell them when appropriate
* Provides peer support to behavioral health consumers, including orientation to programs, service providers, and community resources
* May travel to member homes to provide peer-level support, as required
* Support the USA Foundation Councils - building the pipeline of volunteering opportunities and ensuring widespread engagement of US based Atlassians in Foundation activities
* Assist in bringing to life strategic initiatives as decided by the US Foundation Councils and prioritizing of volunteering activities

## Qualifications for advocate

* Experience testing native mobile applications on Android or iOS
* Experience with unit testing frameworks (JUnit, NUnit, xUnit, Jasmine, ) and automated user acceptance testing frameworks (Webdriver, Espresso, Robotium, Kif, Cucumber, Selenium)
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* Watir, SoapUI and Protractor for Angular would be huge pluses
* A minimum of three years of experience with quality assurance and testing of software applications
* 2 to 4 years of recent mortgage experience in either processing, underwriting, closing or servicing