

ENGL 224

Job Ad Analysis

How do you analyze literature?

so much depends
upon

a red wheel
barrow

glazed with rain
water

beside the white
chickens.

William Carlos Williams, *The Red Wheelbarrow*

Accounts Supportocat

GitHub is looking for full-time Accounts Supportocats in the Australia / Asia-Pacific timezones, as well as Europe / Middle East / Africa timezones. Basically, we're good on US business hours.

When GitHub users have questions, they email support. We help people as quickly *and awesomely* as possible. Accounts supportocats handle passwords, [email verification](#), billing, legal, spam and abuse, [account lockouts](#), fraud, and helping people choose [plans](#). This requires a logical brain and a spidey sense for problems.

The most important characteristic of our support team is that we <3 helping developers. GitHub is a place for people to work better, together. Our job is to help. Support treats users the way we'd want someone to treat our friends.

Supportocats are excellent writers: stellar grammar, charming written personality, and the ability to explain complicated things simply. We measure our success in swiftness, accuracy, clarity, and the number of exclamation points we receive in replies. The occasional use of an animated gif may be required.

You're good at:

- logic and solving puzzles
- advocating and empathizing
- the English language
- working remotely

Extra awesome

- customer support experience
- technical experience (QA, documentation, elaborate boardgames)
- you've read "How to Win Friends and Influence People", despite its odd name

Developers: this probably isn't the job for you, but perhaps you have a friend who would be a perfect fit. Send them this link. Thanks!

GitHub

GitHub

<https://github.com>

How to apply

Email resumes@github.com with the subject "Accounts Supportocat" We want our interactions with users to be memorable, so please make your email memorable as well. Tell us about how you match up to the Supportocat characteristics, and what makes you a wonderful person to have around. Please include your GitHub username. (It's OK if you hadn't signed up before.)

Simple explanation of duties

Spotlight on core value

Definition of success & top performers

Original headings

Few bullets

White space

Referral request

- Look for quantifiable items (degree, certifications)
- Look at years of experience requested (but don't be discouraged)
- Look for verbs – how do they align with your skills list?
- Read between the lines – what are they trying to tell you about the work environment?

Location: London, England

Salary: GBP40000 - GBP45000 per annum + bonus

Tight knit, hard working and family orientated property investment client in Mayfair is looking for a senior EA & Investor Relations Associate, up to £45K

Office of approx 45 people and various friends and family members work in the office so everyone gets on very well and it is a relaxed and buzzy environment although everyone works very hard.

Cliquish?

Buzzy???

Role: EA to two Founders and Investor Relations. You will be required to have prior IR experience within property/finance.

Both founders a lovely and run independent property businesses within the same office, so you will be assisting with administration and investor relations for both companies.

Salary: £40-45K

Duties will involve traditional EA responsibilities including diary management, travel, scheduling meetings, inbox management, gatekeeping, working with the new Operations Officer in planning and implementing new systems and strategies, client interaction, expenses, assisting with staff events, very ad hoc private support etc.

Hours: 9:30am - 6pm

Skills & Personality required:

- Solid PA/EA experience. Investor Relations experience
- Good personality - ability to deal with the male banter and be sociable but not distracting
- Bright and emotionally intelligent
- Degree educated with good spelling and grammar
- Proactive, driven and hard working
- Patient and conscientious - great in dealing with HNWIs

Google!

- They will surely Google you, so you should Google them
- Look up the company, review their website
- What social media presence do they have, what does that tell you?
- Google any names mentioned in the ad
- Look on the company website for departments, names, etc.
- Look for names of individuals responsible for hiring, department managers – we want to avoid “to whom it may concern”