



Title: Senior Associate of Resources, Chatbot

Supervisor: VP, Mission & Education

Mission: NEDA supports individuals and families affected by eating disorders, and serves as a catalyst for prevention, cures and access to quality care.

Vision: NEDA envisions a world without eating disorders.

Position Summary/Objective:

NEDA is seeking a motivated and detail-oriented individual to support the Mission department in expanding a chatbot program to efficiently deliver clear information to individuals and loved ones affected by eating disorders 24 hours a day. This role will focus on uniting the most powerful elements of the NEDA website- the Eating Disorder Screening Tool, the Treatment Resource Map, prevention programming, and our online resources- into a powerful user experience. This role requires strong communication skills and judgment, knowledge of computer operations and artificial intelligence, a self-starting attitude, and collaboration.

Primary Responsibilities:

- Work in partnership with the VP, Mission & Education, our AI partners and AI research specialists to design and refine a chatbot that leverages NEDA's website and online library so that users are connected with relevant information in a timely fashion.
- Work collaboratively with staff and advisors on creating chatbot programming to support intervention goals
- Critically assess the chatbot user experience, paying close attention to gaps in information and support-module delivery and additional opportunities to enhance user experience journeys
- Work with the Education team to have supportive information that chatbot users need to feel empowered to move forward with their recovery journeys
- Analyze feedback and evaluate metrics on a regular basis to measure progress and offer suggestions to keep chatbot modules current

Additional Responsibilities:

- Support Mission team in the development of resources in support of the chatbot including website resources and programming content.
- Support additional Mission & Program-related initiatives as needed

Required Qualifications:

- Prior chatbot or artificial intelligence experience preferred
- Five years of work experience, demonstrating a strong understanding of the needs of the treatment-seeking eating disorders population



- Creative and critical thinking about user experiences
- Prior experience with creating program resources from expert feedbackHigh attention to detail with sensitivity for the mental health space
- Ability to create content that is clear and engaging while staying within the programming parameters
- Passionate about building relationships and working as a team
- This position is remote, but may require travel for in-person team meetings, organizational events, and additional opportunities 5-10 times per year.

Compensation and Benefits:

Annual compensation is \$61,800-\$63,700. NEDA's retirement plan has a 3% match which starts at 6 months of employment.

NEDA's Vacation and Sick Leave policy allows for 15 paid vacation days (accrued at 1.25 days/month,) 6 sick days and 2 personal days. NEDA observes the following Holidays: New Year's Day, Martin Luther King Jr. Day, President's Day, Memorial Day, Juneteenth, Labor Day, Indigenous People's Day, Thanksgiving, Day after Thanksgiving and Christmas Day, as well as 1 floating holiday.

Hiring Process:

Please send a resume and short statement on why this role is well aligned with your abilities and goals to jobs@nationaleatingdisorders.org by May 26, 2023. NEDA will conduct preliminary interviews with highly qualified candidates. A select number will be requested to complete a brief questionnaire. The final stage will be an interview with two staff. Interviews will be conducted on a rolling basis as the anticipated start date is June 2nd.