

## Senior Paralegal

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Company: Zendesk

Location: Poland

Category: legal

### Job Description

#### Who we're looking for

Zendesk develops software that helps its 160,000+ paid customer accounts across more than 150 countries and territories to build the best customer experience. As a CX company, we are at the forefront of the rapid adoption of artificial intelligence and machine learning technology, and we will do so in line with strict yet wide-ranging and evolving legal and ethical standards.

#### What you'll be doing

Support a team of US-based Product attorneys and a rapidly-growing broader organization of engineers, data scientists, and product managers, working to solve legal issues across the globe.

Support English-language Legal vendor review and contractual negotiations sought for use by the Product, Technology Alliances, and AI and Machine Learning Engineering organizations, and enforce such vendor review for existing tools and systems.

Maintain, update, audit, and enforce, in collaboration with the Information Technology team, Zendesk's AI Governance program.

Gather information from Marketing, Sales, and Comms as to how Zendesk communicates its product offerings and risk-reducing principles internally and externally.

Triage and complete risk assessments of new tools, technologies, and data usage.

Build organizational expertise in the vendor review, Security, and AI/ML space by keeping up-to-date on legal and policy developments as well as engaging in industry benchmarking, and regularly cascading findings to broader Product Legal and Legal teams

For example, proposals within the United States Congress, the European Union's proposed Artificial Intelligence Act, algorithmic transparency laws, and voluntary organizations like The Partnership on AI.

Provide document management for Product Legal resources, including:

Tracking of new features and the necessity and depth of relevant legal reviews

Tracking legal memos and other legal advice provided by the Product Legal team

Developing playbooks, checklists, training materials, and other resources to streamline legal review of vendors, products, and features

### **What you bring to the role**

Bachelor's degree or Paralegal Certificate and/or Associates degree from an approved program.

Excellent English language skills - our work is done in English on English language legal documents, typically under American law. Please submit resumes in the English language.

5+ years within a law firm and/or SaaS global technology company including 2+ years as an in-house paralegal.

Strong preference for experience in companies with a global footprint – from AMER to EMEA and APAC regions.

Experience and ability to be accountable, hands-on, a proactive self-starter, and results-oriented – even in a remote environment where many of your colleagues are in different offices and timezones.

Attentive to detail with exceptional written and verbal communication skills.

Experience in legal research, organization, drafting and negotiation, and good judgment to

know when issues need to be escalated.

Desire to roll up your sleeves and embrace a growth mindset: no task is too big or small with an interest in learning and growing.

Ability to work autonomously in completing daily tasks.

Excellent communication skills, including an ability to articulate a problem and effectively gather facts from a myriad of cross-functional team members.

Positive attitude and ability to work effectively on a team.

You must be based in one of the cities listed in the job posting and able to come into the office as needed.

**Hybrid:**

**Being digital first doesn't mean we're digital only. In this role, our hybrid experience is designed at the team level to give you a rich onsite experience packed with connection, collaboration, learning, and celebration - while also giving you flexibility to work remotely for part of the week. This role must attend our office on a weekly basis for part of the week. The specific in-office schedule is to be determined by the hiring manager.**

#LI-NG4

Please note that anyone hired into this position must be physically located in and plan to work from Mexico City (CDMX) or Mexico State (Estado de Mexico).

Zendesk software was built to bring a sense of calm to the chaotic world of customer service.

Today we power billions of conversations with brands you know and love.

Zendesk believes in offering our people a fulfilling and inclusive experience. Our hybrid way of working, enables us to purposefully come together in person, at one of our many Zendesk offices around the world, to connect, collaborate and learn whilst also giving our people the flexibility to work remotely for part of the week.

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