

Community Manager position interviews- Tenly  
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Jan  
Tenly  
Terry  
Daniel  
Paul  
Daniel

Intro

Tenly Snow - currently OpenLMIS CM, employed by VillageReach for 2.5-3 years, open source logistics management initiative/software, based in Missoula Montana, spent time in west africa, french speaker, jordan experience with state dept studying arabic, studied intl conservation and development in college, fieldwork in west africa, studied gender participation in decentralized management of water wells - how it engaged and effected women, studied english lit in college - put together lit magazine and instructed technical writing class, 2.5 year old daughter, husband works for diabetes mgt company in boston, loves the outdoors

Introductions of OpenMRS participants

1. What interests you about this opportunity?
  - Currently employed as CM that has a strong vision and mission and active community, significant growth, relatively new - committees and such - formed in 2015
  - Excited to interact with a really large and vibrant community with 1000s of members internationally
  - Demonstrated dedication to ideals of open source development, crash course over the last couple of years has led to writing about it, summits, conferences
  - Peace corps volunteer led to passion around LMIC, public health, health outcomes
  - OpenMRS is innovating software and leading in global health
2. What is your experience working in open source communities? What was your role/participation?
  - CM of OpenLMIS - background in natural resource collaborative (clearwater basin collaborative, 25 members with variety of stakeholders)
  - Role in OpenLMIS -
    - i. Facilitate governance committee calls
    - ii. Volunteer coordination
    - iii. Apps for GSOC, Rails Girls SOC, Social Coder projects
    - iv. Demos of software

- v. Speak to devs, MOH, orgs all around the world to increase uptake and recognition
- vi. Led social media
- vii. Facilitate webinars in multiple languages
- viii. Leading marketing collateral - info, 2 pagers, blog devs, conferences, etc

3. What is your experience working in LMIC? What is your experience working as a community manager? - already touched on this SKIPPED

Share with us your leadership and your management style - specifically talk about how you would work or have worked with volunteers, motivating teams, etc.

- Leadership style/Mgt style -
    - OpenLMIS - committed to OS principles
      - Small community; 20 organizational partners
      - Form governance community, product and technical community (country representatives- design right product, define product road map)
      - Technical- forum; most participation from developers (most are paid by core funding or project funding)
    - Public private partnerships and what can be achieved
4. Share your experience developing and implementing an organizational operation plan
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5. How would you increase community/volunteer engagement for a work plan/program within the community that hasn't seem to gain traction outside of the annual meeting?
6. Primarily volunteer community - community engagement falls off; need to have long term stable people / knowledge transitions/sharing that we rely upon - strategy for engagement?
- Reviewing the community structure and incentivization, looking for long-term knowledgeable people - are they really being supported to retain them, do they have the right tools to do their contributions
  - Knowledge sharing platforms appropriate choice and use to retain knowledge
  - Publicize knowledge
  - Key pieces from forum discussions - recognizing when important discussion occur and drawing those out into our messaging, key to engaging people
  - Proper capture of knowledge can engage more people
  - Unified messaging across all channels, other global orgs, etc
7. How should we recognize volunteers engagement?
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8. Any experience developing an annual plan for publication and distribution?
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9. What is your experience with fundraising?
- Significant - not just open source and current role
  - Worked with public interest research group, door to door canvassing and fundraising (really loved it), boots on the ground

- Clearwater basin collab - facilitate with high level donors and foundations, organizing site visits, events, deve proposals for work/projects
  - JSI - deliver project TA (task order 7) , proposal development,
  - OpenLMIS/VR - digital square notice B wrote it and submitted it, major author on RFI/P responses
10. What is your experience working with a virtual team across different locations and time zones? What do you anticipate as potential problems and solutions?
11. Describe how you manage conflict between individuals on a team or in a community
12. How do you deal with constraints? Both fiscal and human
- Developing a concise and intentional workplan, looking at resources and finding gaps - be logical and realistic
  - Identifying activities and leads, determine how to facilitate those to make sure follow up happens
  - How to deal with lack of progress -
    - i. Honesty “I’m excited and passionate about it but I just can’t achieve that in this timeline” - so maybe we need to change our timeline or approach to achieve this, is there another person who can help you with this, is there a different activity that we should be doing
    - ii. Be positive and supportive, refrain from attacking/accusing
    - iii. Be firm and consistent, but understanding of others constraints
    - iv. Be flexible
13. Tell us about your biggest success and biggest challenge in your previous experience (as a CM if possible).
- Biggest success - OpenLMIS- things at basic level; taking raw clay and formalize the processes and formalize and professionalize the community
    - i. Developed formalized open processes - governance charters, voting process
    - ii. Trusted partner’ document
  - Biggest challenge - empowering and engaging community organization and individuals outside of those organizations
  - Village Reach has received the core funding for this (CM, Product Manager, Architect employed by villagereach)
    - i. Delineation between VR as hosting organization as well as the Open LMIS management
14. What aspects of OpenMRS are you particularly passionate?
- Passionate about public-private partnerships, striking balance between what can be achieved through altruistic volunteer talent and finding work for funding, etc.
    - i. Altruistic model isn’t always as attractive as hoped
    - ii. Funding for core, project, or implementation specific is key
    - iii. Weave this all into the messaging
15. Experience with working with other cultures outside of US
- Peace Corps for 2 years - learned local language fluently, deeply involved in culture while living in West Africa muslim culture which impacted her with an

understanding of the cultural veil between cultures, the value of other cultures outside of the US

- Grad studies on international work, a year studying in France, travelled throughout Europe, field work in SE Asia, Africa (W, E, S = 7 countries with JSI of up to a month each trip),
- Solid understanding of infrastructure, culture, linguistic challenges
- Current job cross-cultural throughout all timezones
- Committed to diversity and inclusion within organizations and communities - cultural competencies

#### Questions from Tenly?

- What are the 3 goals for this position for the first 6-12 months
  - Get full sense of what is happening and immerse yourself in the community process, review the previous processes and make suggestions/edits to those
  - Operational Plan - what the community has asked of us as long-term goals, use the community to help realize that operational plan, checking back with the community to validate that these priorities are correct
  - Implementer Engagement and other groups beyond tech/devs
  - How to leverage skills and experience of both hired positions to be a more integrated approach as to what we are doing
  - 12-24 months - Cohesive story/messaging to the outside world of the impact that openmrs is making
  - 12-24 months - how to communicate with folks in the community more effectively; conversion - how do you move people from fly-by in the community to an engaged member (most o/s projects are 2-5% conversion rate, how can we improve this?)