

## **Job Category**

### **Community Management**

#### **Job Details**

At Online Geniuses, our mission is to connect the world's best marketers. We offer a slack community for marketers to connect and learn from the best teachers – each other.

In this role, you will be the super connector of the community. You will run events, you will advertise to the community, you will make announcements, you will send emails, and you will spend time with members. You will help to oversee our local community leaders and be an advocate for our members. As the community manager your job will be to be at the center of our 40,000-person community.

It is highly cross-functional, requiring partnership with fellow marketers and colleagues in product, tech, sales, and more

#### **What you will do**

- Cultivate a sense of trust, care, well-being, inclusiveness, and belonging in the community
- Event management
- Email Blasts
- Social Media posts
- Improve existing rewards programs and systems
- Own our community events platform, optimizing for feature releases and enabling community leads on changes and updates
- Maintain and strengthen the Slack Community Lead Guidebook
- Help develop our social presence, including drafting copy and contributing to the content schedule to promote community events and activities on OG (Online Geniuses) Twitter, Facebook, and Instagram handles
- Develop and manage a robust community content strategy ensuring accuracy and relevancy, including the creation of a Slack Community newsletter to highlight community events, activities and discussions
- Monitor community health and produce reports on relevant issues and outcomes
- Represent the voice of our community in cross-departmental communications, sharing trends, pain points, and sentiments
- Identify sources of churn in the community and come up with creative ways to reduce churn
- Cultivate relationships and meet regularly with internal stakeholders providing community insights, updates and guidance on ways to engage with the community

#### **What you should have**

- 3+ years of related community management experience building, managing, and scaling community programs, especially user-led or chapter programs
- Empathy, you understand community feedback and will put yourself in their mindset and make actionable decisions based on it
- An affinity for Slack the product

- A deep love of SEO and marketing
- You have worked with cross-functional teams (Marketing, Product Management, Customer Success) to plan and execute community activities
- Excellent teamwork and written/verbal communication skills
- Strong interpersonal skills, ability to develop relationships and communicate with all levels of the organization and with outside groups
- You are able to manage deadlines and work collaboratively in a fast-paced, highly dynamic environment; highly organized, with the ability to work with multiple teams in different countries
- Maturity to prioritize and understand where to introduce new processes without slowing things down
- A strong generalist, you can seamlessly shift gears between different working styles and regularly learn new processes
- Passionate about being a community and customer advocate with a willingness to go the extra mile to serve our customers

To apply send your resumes and cover letters to David Feinman [dfeinman@onlinegeniuses.com](mailto:dfeinman@onlinegeniuses.com)