

Community Manager

Team	Membership and Community
Position summary	The Community Manager, in tandem with the Membership Director, leads all aspects of the community membership benefit, ensuring a safe, equitable, beneficial, and engaging environment for all members.
Key responsibilities	<ul style="list-style-type: none">• Reports to the Membership Director and serves on the Membership and Community team.• Develop and implement strategies to grow and engage the online community. Foster a positive and inclusive environment by promoting respectful and productive discussions. Oversee daily operations of the community, including moderating posts and resolving conflicts.• Build and evolve the member onboarding process• Update and enforce community agreements (code of conduct/community standards)• Foster community engagement• Track membership metrics and benefit engagement• Interact with members on a regular basis• Recruit and retain a team of volunteer community specialists and moderators and plan for community manager succession.• Develop and implement strategies to grow and engage the online community. Foster a positive and inclusive environment by promoting respectful and productive discussions. Oversee daily operations of the community, including moderating posts and resolving conflicts.• Lead and manage a team of community moderators, providing guidance, training, and support. Establish and enforce community standards and guidelines to maintain a safe and respectful environment. Conduct regular team meetings to discuss community issues, feedback, and improvement opportunities.• Work closely with the Events and Conferences team to create and execute engagement initiatives, such as online events, Q&A sessions, and discussion prompts. Collaborate with the Communications and Marketing team to develop and share valuable resources and content. Respond to member inquiries and feedback in a timely and professional manner.• Generate and curate content to stimulate conversation and engagement within the community. Monitor community platforms for relevant trends, topics, and discussions. Communicate community updates, announcements, and changes to members effectively.• Track and analyze community engagement metrics to measure success and identify areas for improvement. Prepare regular reports on community performance, member feedback, and key insights. Use data to develop strategies to enhance community growth and member satisfaction.• Enforce community guidelines and policies consistently and fairly. Address and resolve any violations of community standards promptly and appropriately. Develop and update community guidelines as needed to reflect evolving standards and best practices.
Qualifications	<ul style="list-style-type: none">• Successful track record of managing safe, equitable, engaging communities.• Is a strategic thinker with excellent communication skills and a strong background in community management

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- Experience in fostering online engagement, moderating discussions, and enhancing the overall member experience
 - Proven experience managing a team of community moderators or similar roles.
 - Strong understanding of online community platforms and tools.
 - Excellent written and verbal communication skills.
 - Ability to handle sensitive issues and enforce community standards with diplomacy.
 - Strong organizational and project management skills.
 - Experience with community management and/or community operations
 - Analytical mindset with the ability to interpret data and generate actionable insights.
 - Knowledge of best practices in online community engagement and management.
 - Passionate about providing effective, meaningful, and satisfying solutions for presentation enthusiasts that will support them in their career and business journey.

Time commitment

- Attend monthly board meetings. A minimum of 75% attendance is required.
 - Attend monthly team meetings, plus recurring check-ins, cross-team, workgroup, and committee meetings as needed.
 - Work an average of 5-10 hours per week on organizational activities.
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