

30 *Ready To Use*^{*}

COMMUNITY MANAGEMENT

JOB DESCRIPTIONS

*BUT YOU SHOULD PROBABLY CUSTOMIZE THEM A LITTLE BIT



THE COMMUNITY
ROUNDTABLE





META? YES. INVALUABLE? ALSO, YES.

Since 2009, global community leaders have relied on TheCR Network for tools, training, and connections they need to success.



Resources

Access hundreds of vetted, research-backed case studies, tools, templates and best practices from the experts in community management.



Programs

With 24/7 forums, working groups, roundtable calls, training, live events, and more, there is programming that solves every problem and fits every schedule.



Concierge Service

Our dedicated community team works tirelessly to ensure every member finds the solutions and support they need - all you have to do is ask.

How can TheCR Network help you?

■ <https://the.cr/thecrnetwork> ■



Community Job Description Index

OVERVIEW

Community opportunities are growing rapidly. The field is maturing and along with it, roles are becoming both more specialized and more diverse. The goal of this index is to help highlight job descriptions that contextualize the roles and responsibilities within community teams. Different levels of education, experience, and skills lend themselves to different community roles.

Whether you are a hiring manager or a community professional, you can use these job descriptions to help understand how community roles are structured, how they differ, and to determine a path that works best for you.

HOW TO USE THIS INDEX

This resource is just a small example of the available roles, titles, and requirements available in the expanding field of community.

To utilize it effectively, we recommend you use the examples as guides and not as absolutes. Salary data may also shift based on geographic location and industry. Think about the unique requirements of your roles, and use these job descriptions as inspiration.

HOW THIS INDEX WAS CREATED

The job descriptions included in this index are a sampling of real job descriptions, with identifying information removed, edited lightly for a general context, and reformatted. The roles included here were selected for their general alignment with our research and view of community roles, based on our experience. They do not, however, strictly align with our research nor do we recommend you use any one job description without adding your own unique context and criteria.



Job Description Considerations

Community roles – and their priorities – change not only by level of seniority and decision-making, but also by other factors; the use case, audience, community size, and community maturity. Managing a new support community for a B2B company is very different than managing a mature, internal employee social network of 80,000 people who are all actively collaborating in hundreds of sub-communities during the day. Consider and emphasize these aspects in job descriptions, as they will determine who is the right fit.

Use Case

The broadest use case difference is between internal communities and external communities.

Audience Profile

Familiarity and comfort with the target audience will increase trust.

Community Size

Larger communities require more staff and automation than smaller communities, which allow for deeper relationships.

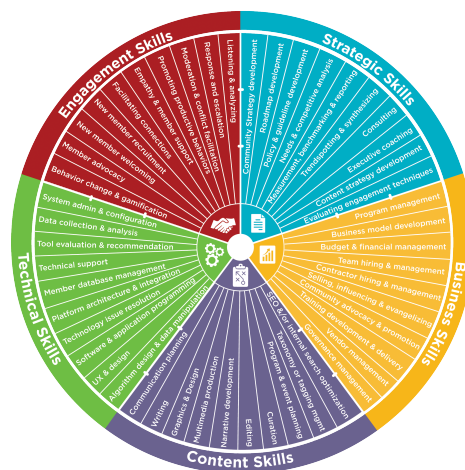
Community Maturity

New communities requires more strategic skills than in older communities where activities are more routine.

The **Community Skills Framework™** includes five skill families with ten skills in each family, prioritized based on what we learned from our extensive community management research.

Use the **Community Skills Framework™** as you craft your community job descriptions to ensure you are using industry standard terms and including the skills critical to your particular community needs.

[Learn more about the Community Skills Framework™ here.](#)





The Anatomy of Community Roles

Community roles are differentiated by their focus on enabling and connecting others by architecting environments that make collaborative behaviors easy and rewarding. Most of community work is done under the waterline – the iceberg effect of community management – and typically does not prioritize the community professional as the primary leader, influencer, or support agent.

Community roles – and job titles – do often get confused with communication and support roles that are primarily tasked with responding directly to individuals and while that can be a part of a community role it is not the dominant priority. This can be evaluated by understanding the hiring managers' objectives – and the level of engagement for which they are looking. If the role is predominantly about visibility and exposure of content, then it is likely not a true community building position.

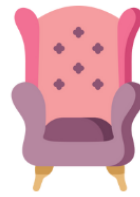
WHAT TO LOOK FOR:

- ☐ An emphasis on connecting peers, developing relationships, and building trust
- ☐ An emphasis on the strategic vs the tactical. Community managers create the conditions for engagement to thrive, which is a multi-faceted challenge.
- ☐ Clarity around expectations and goals – if the hiring manager is not clear on that, the role will be much more challenging
- ☐ A sense of shared purpose and active interest from hiring stakeholders, because building community is nearly impossible in isolation

The Index includes anonymous job descriptions organized by role and color-coded by internal and external positions.

**Employee (AKA Internal)
Community
Job Descriptions**

**Brand (AKA External)
Community
Job Descriptions**



Critical Hiring Characteristics

Looking at community job descriptions, it's clear there are some characteristics that are prized by hiring managers. While empathy, communication skills, and collaboration have always been a component of a community professional's responsibilities, the growing recognition of the need for negotiation and strategic skills is newer.

Empathy

Many community management job descriptions share a key requirement: empathy. The ability to understand and share the feelings of another is quickly becoming a critical part of effective community management. Emotional intelligence is a key attribute.

Strong communication and negotiating skills

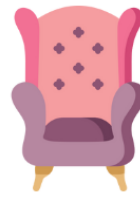
Community professionals interact with a wide range of people and have to gracefully navigate differences of opinion and perspective. That requires sophisticated communication and negotiation skills - no wonder these skills are becoming more common on job descriptions.

Ability to collaborate across the business

Community professionals are being asked to partner with teams across organizations. This requires leading discussions and training on community topics, as well as implementing projects that generate shared value. The ability to listen, translate concepts across different groups, and collaborate is essential.

Strategic planning

In an environment where you rarely can tell people what to do, staying aligned around a strategic vision is key to a successful community program. This strategic vision informs planning, governance, and tactical programming in ways all community professionals need to understand.



Job Description

EMPLOYEE (AKA INTERNAL) ROLES

Junior Level

- [Intranet Communications Specialist](#)
- [Communications Coordinator](#)

Manager Level

- [Intranet Content Manager](#)
- [Senior Community Strategist](#)
- [Manager, Employee Communications & Engagement](#)
- [Intranet Community Manager](#)
- [Senior Manager, Knowledge Sharing](#)
- [Team Manager, Digital Knowledge Management](#)
- [Employee Community Manager](#)
- [Digital Workplace & Intranet Manager](#)

Director Level

- [Director, Engagement and Inclusion](#)
- [Director, Global Employee Experience](#)
- [Digital Workplace Architect](#)
- [Director, Employee Experience Products](#)

BRAND (AKA EXTERNAL) ROLES

Junior Level

- [Associate Community Manager](#)
- [Developer Relations Coordinator - North America](#)
- [Digital Customer Experience and Engagement Associate](#)

Manager Level

- [Digital Community Manager](#)
- [Technical Community Manager](#)
- [Community Manager](#)
- [Community Operations Manager](#)
- [Global Community Manager, Customer Service](#)
- [Community Strategist](#)
- [Community Manager – Remote](#)
- [Self-Service Learning Strategy Lead](#)
- [Online Community Manager](#)

Director Level

- [Senior Director of Digital Content and Audience Engagement](#)
- [Director, Community Engagement](#)
- [Director, Community & Engagement](#)
- [Senior Director, Product, Strategy, & Community](#)

Intranet Communications Specialist

Level: Junior

QUALIFICATIONS

- ☐ Bachelor's degree in English, Journalism, Marketing, or similar preferred
- ☐ 1+ years marketing + communications experience
- ☐ Understanding of the enterprise's organizational structure
- ☐ 2+ years of experience managing intranets or collaborative software
- ☐ High level of comfort with social software and other web-based technologies
- ☐ Knowledge of social media and digital media platforms
- ☐ Proficient in Microsoft Office, and capacity to integrate with SharePoint
- ☐ Maintain professional internal and external relationships that meet company core values

SUMMARY

The Internal Communications Specialist is responsible for supporting a wide range of internal communication programs and activities directed at driving employee engagement, culture, and information exchange to employees and key stakeholders through all internal communications including the company intranet.

RESPONSIBILITIES

- ☐ Assists with coordination and management of all projects run from the Internal Communications Department
- ☐ Assists with day-to-day internal communication platforms such as company meetings and other live events including content creation
- ☐ Assists in keeping team informed by communicating executive-level initiatives and business strategy in all internal communications including acquisition and change management communications
- ☐ Responsible for the day-to-day continuous improvement, content creation, and ad-hoc projects for internal communications
- ☐ Assists with upholding company intranet corporate governance, brand standards and navigation hierarchy
- ☐ Acts as primary liaison between intranet content creators and IT/SharePoint team on issue resolution, content creation and management
- ☐ Provides intranet site and content owner training and support
- ☐ Acts as intranet resource internally, conducting on-going research and education on intranet and community best practices



Communication Coordinator

Level: Junior

QUALIFICATIONS

- Bachelor's Degree in Marketing, communications, English, Public Relations or Journalism
- Highly professional and thrives on building strong partnerships throughout the organization
- Experience executing the planning and promotion of employee initiatives
- Strong communication skills (verbal and written)
- Demonstrated ability to establish priorities in a fast-paced and dynamic environment
- Team player with strong interpersonal and communication skills
- Thrives in a fast-paced environment

SUMMARY

The Communications Coordinator is responsible for supporting internal communication. This position enhances our employee engagement and connecting our people to our strategy and purpose. The role works closely with Marketing team and HR team to design and execute internal communications for company priorities and programs in a way that engages employees, builds awareness and drives action.

RESPONSIBILITIES

- ☐ Support the Communications Manager with internal organizational communications, including weekly and monthly newsletters, frequent intranet news postings, and other materials
- ☐ Writing and editing copy, organizing and compiling content from various sources, proofreading and coordinating approvals
- ☐ Maintain editorial calendar for our internal vehicles and manage submissions for story ideas from employees
- ☐ Manage communications software platforms and programs and work in an agile manner to post and share content across vehicles as well as capture timely and relevant analytics
- ☐ Gathering visuals, ensuring appropriate access to videos and supporting resources and fact checking with subject matter experts and legal
- ☐ Support for virtual and live company events, including promotion, invites, post event surveys and additional follow-up, and other logistics to conduct a successful event



Intranet Content Manager

Level: Manager

QUALIFICATIONS

- ☐ 3-5 years of intranet, internal communications, and/or copywriting experience
- ☐ Strong organizational coordination and project management skills
- ☐ Excellent verbal and written communications skills
- ☐ Proficiency in Microsoft Office 365, including Sharepoint, Viva and other available apps and widgets
- ☐ No coding skill required

SUMMARY

The Intranet Content Manager will be the primary owner of the global organizational intranet system. Day-to-day, you will coordinate with leaders across the organization to write and/or edit original copy for engaging news, features and components with a journalistic mindset, and coordinate with the web team to maintain the back end of Intranet. The successful candidate will be a self-starter, determined to find and tell compelling stories to our global community. The position will report to Director of Communications.

RESPONSIBILITIES

- ☐ Coordinate activities with cross-functional groups to write engaging employee content
- ☐ Monitor and report on analytics to understand content trends and Intranet usage
- ☐ Manage the global intranet content calendar
- ☐ Train and coach content creators and site administrators
- ☐ Manage user access, assist with user troubleshooting
- ☐ Write and/or edit original copy and organize content for the home page of the Intranet – setting the tone for internal communications across multiple sites
- ☐ Sharing your passion for our organization with global employees through compelling content and narratives



Senior Community Strategist

Level: Manager

QUALIFICATIONS

- ☐ 12-15 years of experience
- ☐ Experience moderating other company branded communities
- ☐ Operational knowledge and understanding of online community platform and moderation tools
- ☐ Ability to uncover needs, recommend alternative technical and business approaches, and lead product development efforts
- ☐ Strong experience in UX and community building
- ☐ Creation and facilitation of training & onboarding programs
- ☐ Excellent judgment, organizational, and problem solving skills
- ☐ Ability to communicate with technical and non-technical peers and leaders
- ☐ Demonstrated project management skills

SUMMARY

The Senior Community Strategist will be a critical part of the community team, increasing, maintaining, and managing engagement with customers, training participants, and prospects in a new online customer community. This role will be also accountable for co-creation of the community vision and strategy with senior leaders, development of actionable metrics, and cultivation of a transparent, collaborative online culture to build trust, loyalty, thought leadership, and product demand.

RESPONSIBILITIES

- ☐ Work closely with executives and stakeholders to align the internal community strategy with the overall business strategy
- ☐ Clearly articulate and evangelize the purpose and value of the community to internal and external stakeholders
- ☐ Assess, design & implement the internal community program including technology, content strategy, and management
- ☐ Develop actionable metrics to measure progress towards objectives and report findings
- ☐ Develop community management approach and practices, based on business objectives and member characteristics
- ☐ Define, hire, assign, and manage community management staff
- ☐ Develop community roll-out, communication, change management, and training plans
- ☐ Develop standards and practices for content creation, management, categorization/tagging, maintenance and review
- ☐ Manage community vendor relationship

Manager, Employee Communications & Engagement

Level: Manager

QUALIFICATIONS

- ☐ 3+ years experience in community strategy
- ☐ Familiar with intranet culture, analytics, and content management
- ☐ Experienced in engaging, consulting, and making recommendations to stakeholders
- ☐ Validated understanding of customer support principles
- ☐ Superb communication skills, and the ability to adjust tone and voice
- ☐ Strong change management knowledge and skills
- ☐ Ability to work cross-functionally and independently
- ☐ Operational-level knowledge of community platform tools
- ☐ Familiarity with web technologies
- ☐ Background in taxonomy practices

SUMMARY

Our Manager, Employee Communications and Engagement will be responsible for supporting the planning and delivery of communications initiatives across the organization, with a focus on corporate and employee communications and programming. This role collaborates with HR, marketing and other internal teams to streamline internal communications processes and more broadly to advance corporate mission awareness, employee engagement, and brand understanding.

RESPONSIBILITIES

- ☐ Be a knowledgeable resource to educate and moderate while driving engagement
- ☐ Complete annual audits of content and processes across the Intranet to ensure alignment with governance
- ☐ Build and maintain an Intranet community to ensure there is two-way dialogue with departments/users. Get users engaged and empowered!
- ☐ Drive change management as an advocate for the rollout of the internal communication platform
- ☐ Consult with teams when on boarding to ensure requests meet the needs of the business, follow policy, support knowledge management practices, and deliver a positive support model
- ☐ Collaborate with IT to promote excellent customer support service and seek resolution when issues arise
- ☐ Look for opportunities to change the way we do things and make process improvements



Intranet Community Manager

Level: Manager

QUALIFICATIONS

- ☐ 3+ years experience in community strategy
- ☐ Familiar with intranet culture, content creation, and management
- ☐ Experienced in engaging, consulting, and making recommendations to employees
- ☐ Superb communication skills, and the ability to adjust tone and voice
- ☐ You are a strong leader and team player who can work collaboratively, effectively, and diplomatically with digital designers, developers, and stakeholders across global business functions
- ☐ Ability to work cross-functionally and independently
- ☐ Familiarity with web technologies

SUMMARY

As the Intranet Community Manager you will support the Intranet strategy and governance while working with department representatives, content curators, and users across the company. You will engage with the business to consult on their Intranet needs and establish relationships to strengthen communication. You will support users so they feel informed and able to complete their business and communication goals effectively. You will ensure that policies and processes are known and implemented throughout the day-to-day actions of all users.

RESPONSIBILITIES

- ☐ Be a knowledgeable resource to educate and moderate while driving engagement
- ☐ Complete annual audits of content and processes across the Intranet to ensure alignment with governance
- ☐ Build and maintain an Intranet community to ensure there is two-way dialogue with departments/users. Get users engaged and empowered!
- ☐ Drive change management as an advocate for the rollout of the Intranet 2.0
- ☐ Consult with teams when onboarding to ensure requests meet the needs of the business, follow policy, support knowledge management practices, and deliver a positive support model
- ☐ Collaborate with IT to promote excellent customer support service and seek resolution when issues arise
- ☐ Look for opportunities to change the way we do things and make process improvements



Senior Manager, Knowledge Sharing

Level: Manager

QUALIFICATIONS

- ☐ Experience in managing or using online communities
- ☐ Broad knowledge of technology solutions and packaged/cloud-based applications
- ☐ 5-7 years' experience and skills managing technology projects from discovery through implementation
- ☐ 1-3 years administering and configuring cloud-based application platforms
- ☐ 1-3 years' experience building analytics reports and dashboards for business stakeholders
- ☐ Advanced knowledge of one or more community engagement platform such as Aurea, MangoApps, Salesforce Community Cloud
- ☐ Experience managing community or knowledge management

SUMMARY

We are seeking a highly motivated self-starter to develop and manage an ecosystem of knowledge sharing platforms to serve our employees. This position will lead the technical and system administration components that support a new highly visible knowledge sharing online community and, a re-designed employee social intranet.

RESPONSIBILITIES

- ☐ Lead and manage multiple technology solutions that comprise an organization-wide knowledge sharing, content management, collaboration, and online community system
- ☐ Configure and administer the selected knowledge sharing technology platform including additional applications/platforms within the ecosystem to meet the documented business requirements and
- ☐ Support tier 1 response teams, online community managers, and Knowledge Sharing department with technical assistance, training, and online support documentation
- ☐ Write, modify, and troubleshoot HTML/CSS and other code to meet project and user requirements across systems
- ☐ Determine customer and vendor response protocols including SLAs; manage vendor relationships
- ☐ Create and maintain platform site and design security/access permissions
- ☐ Verify, test, and oversee platform upgrades
- ☐ Implement and educate staff on design standards and governance structure for the knowledge sharing and community platforms



Team Manager, Digital Knowledge Management

Level: Manager

QUALIFICATIONS

- ☐ 2-3 years' experience managing a corporate Intranet environment
- ☐ Experience with Microsoft Office 365 and SharePoint Online
- ☐ Familiarity with PowerApps, Flow and O365 Framework
- ☐ Experience working cross-functionally in a large organization
- ☐ Experience working closely with senior leadership
- ☐ Translate data into quantifiable actions/deliverables

SUMMARY

At the Team Manager, Digital Knowledge Management and Intranet you will participate in the development of IT strategies in Knowledge Management and Intranet solutions with Unit and Department Lead and work closely with business & IT leaders in the company to determine what IT initiatives should be undertaken and when, and what level of IT staffing is need to implement and support said initiatives.

RESPONSIBILITIES

- ☐ Implement, design and ensure on-time & on budget delivery of the Knowledge Management and Intranet platform (Office 365, Sharepoint, Documentum)
- ☐ Determine staffing and skills requirements
- ☐ Acquire qualified and productive talent
- ☐ Evaluate and propose new and emerging technologies
- ☐ Manage software and service vendor relationships and processes
- ☐ Develop business case justifications and cost/benefit analyses for IT spending and initiatives
- ☐ Participate in all aspects of project delivery from scoping and definition to its successful execution
- ☐ Manage operational costs; conduct near and long-term financial forecasts on a project by projects budget planning basis
- ☐ Provide efficient communication and decision-support to stakeholders and managers at all levels



Employee Community Manager

Level: Manager

QUALIFICATIONS

- ☐ 2-3 years' experience managing a corporate Intranet environment
- ☐ Experience with Microsoft Office 365 and SharePoint Online
- ☐ Familiarity with PowerApps, Flow and O365 Framework
- ☐ Experience working cross-functionally in a large organization
- ☐ Experience working closely with senior leadership
- ☐ Translate data into quantifiable actions/deliverables

SUMMARY

The Employee Community Manager will manage our corporate intranet, currently powered by Atlassian's Confluence product offering. This role will lead the project to revamp and maintain the company's intranet site. For all stages of the intranet's development, this person will hold responsibility for the overall visual design, site navigation, site content framework, engagement and training of users, coordination with key stakeholders, and oversight of the technology.

RESPONSIBILITIES

- ☐ Implement, design and ensure on-time & on budget delivery of the Knowledge Management and Intranet platform (Office 365, Sharepoint, Documentum)
- ☐ Determine staffing and skills requirements
- ☐ Acquire qualified and productive talent
- ☐ Evaluate and propose new and emerging technologies
- ☐ Manage software and service vendor relationships and processes
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- ☐ Manage operational costs; conduct near and long-term financial forecasts on a project by projects budget planning basis
- ☐ Provide efficient communication and decision-support to stakeholders and managers at all levels



Digital Workplace & Intranet Manager

Level: Manager

QUALIFICATIONS

- ☐ Experience in managing or using online communities
- ☐ Broad knowledge of technology solutions and packaged/cloud-based applications
- ☐ 5-7 years' experience and skills managing technology projects from discovery through implementation
- ☐ 1-3 years administering and configuring cloud-based application platforms
- ☐ 1-3 years' experience building analytics reports and dashboards for business stakeholders
- ☐ Advanced knowledge of one or more community engagement platform such as Jive, MangoApps, Salesforce Community Cloud
- ☐ Experience managing community or knowledge management

SUMMARY

The Digital Workplace & Intranet Manager will manage the employee intranet for the audience of 1,600+ global employees across 22 offices in 9 countries. This person will facilitate the creation of a new social intranet and be the point-of-contact for the overall visual design, site navigation site content, engagement, and training of users, coordination with key stakeholders and oversight of the technology. A global roving reporter, this person will be responsible for keeping the pulse of the organization across the globe, on a daily basis.

RESPONSIBILITIES

- ☐ Work with Internal Communications Manager to create an ongoing content calendar and strategy for creating dynamic content that is on brand and exemplifies our employee value proposition, company values, and corporate strategy
- ☐ Lead efforts to create and maintain a sound site navigation and information architecture
- ☐ Support intranet group contributors in maintaining active communities
- ☐ Engage stakeholders to encourage the creation and distribution of company content
- ☐ Measure employee engagement with intranet tools, with an eye towards continuous improvement
- ☐ Involve users in structured design and planning activities
- ☐ Provide introductions and training to users of all different levels (including average users, content owners, news authors, group owners)



Director, Engagement and Inclusion

Level: Director

QUALIFICATIONS

- ☐ 7+ years of experience in the diversity, equity, and inclusion space, with a focus on driving inclusive behaviors
- ☐ Demonstrated awareness and understanding of multiple facets of diversity
- ☐ Comfortable taking initiative in a fast-paced environment
- ☐ Strong social and interpersonal skills, including verbal and written communication skills
- ☐ A learning mindset and willingness to try new approaches
- ☐ Experience in bringing others along a journey through communication, demonstration and modeling of behavior, and driving accountability
- ☐ Exceptional relationship-building skills, organizational awareness, and collaboration skills

SUMMARY

The Director of Inclusion and Engagement reports to the head of the People Team, managing two people, and works in conjunction with leadership to identify effective and creative strategies to cultivate an environment that supports diversity, equity and inclusion. This person will have a dedicated budget to build initiatives that influence employee engagement, talent acquisition, talent management, and opportunities across our organization to engage and retain talent.

RESPONSIBILITIES

- ☐ Lead the development and execution of a diversity, equity and inclusion strategy
- ☐ Work with the People, Legal, and Operations teams to ensure practices, policies, & guidelines are built with equity and inclusion as a key anchor
- ☐ Build and support the implementation of an internal and external communication strategy, in partnership with the Communications
- ☐ Partner with Recruiting to drive commitment to building focused pipelines and maintaining an inclusive hiring process
- ☐ Lead a team focused on driving inclusive behaviors, bias mitigation, and creative ideas to support workforce growth
- ☐ Develop and support the growth of your direct reports and amplify management values and expectations
- ☐ Organize and lead forums and events and support the development of internal training programs
- ☐ Define short and long term objectives and key results, and establish metrics and dashboards to inform our decision making



Director, Global Employee Experience

Level: Director

QUALIFICATIONS

- ☐ Bachelor's degree required, MBA preferred
- ☐ 15+ years experience, 5+ years in a product leadership role
- ☐ Proven track record of managing senior-level teams & partnering with cross-functional leadership
- ☐ Proven analytical and problem solving skills; must be comfortable with data analysis and data-driven decisions.
- ☐ Excellent relationship building skills
- ☐ Effectively deal with ambiguity
- ☐ Ability to work in a diverse, fast-paced, confidential environment and exceptional attention to detail
- ☐ Experience analyzing business performance results and working with financial models required

SUMMARY

The Director, Global Employee Experience partners with executive leadership and key stakeholders to design and implement strategic communications programs to create clarity, confidence and connection to our vision, mission, values, and business strategy and help build our reputation and corporate brand inside and outside the company. This individual should have an extensive track record of developing and successfully implementing communication and employee engagement programs while using multiple platforms and media, preferably from a large, global company.

RESPONSIBILITIES

- ☐ Develop and implement the company's global employee communications strategy and editorial schedule
- ☐ Write, develop, and edit messages for a variety of mediums and events including intranet, town halls and newsletters
- ☐ Drive employee understanding of the business strategy, our purpose and values with campaigns and compelling stories
- ☐ Facilitate interactive, two-way communications forums and build a roadmap of intentional engagements annually
- ☐ Develop a comprehensive internal communication strategy to drive employee engagement Design functional area infrastructure and changes to supporting processes and systems
- ☐ Translate the details into the "big picture" to develop and adjust short- and long-term strategies
- ☐ Provide ongoing recognition, feedback and development, holding employees accountable for success. Create an environment where employee feedback facilitates positive change.



Digital Workplace Architect

Level: Director

QUALIFICATIONS

- ☐ Strong macOS management and configuration experience in large enterprise environment
- ☐ Deep understanding of the Windows operating system and related technology stack
- ☐ 5+ years as Workplace Architect, Build Architect or a similar role in a large IT organization.
- ☐ Outstanding communication and teamwork skills, and social awareness.
- ☐ Ability to drive complex projects with minimal oversight, delivering results incrementally and pragmatically
- ☐ Demonstrated ability to collect user feedback and understand customer pain points
- ☐ Enthusiasm for working in an international, collaborative and fast-paced environment and learning new technologies

SUMMARY

As Digital Workplace Architect you will bring a key contribution in realizing our mission: to provide the most efficient, appreciated and trusted digital workplace to millions of corporate workers.

You are extremely passionate about solving challenging, real-life problems. You are a digital workplace expert with strong technical skills, the passion and love to keep up to speed and try out new technologies and a strong commitment to deliver the best digital experience to end-users.

RESPONSIBILITIES

- ☐ Provide the technical expertise required to build and enhance our Product by working with Product Managers and Developers
- ☐ Based on your experience, build content packs to help our customers to improve employee experience
- ☐ Explore and increase awareness around the overall IT ecosystem of workplace solutions that we are part of, by understanding various technologies (operating system, application virtualization, configuration management, EMM, etc.) Identify how we can complement and enhance these technologies.
- ☐ Advise the R&D teams with workplace-specific knowledge during the development of our catalog of self-help/self-healing workplace scripts and artificial intelligence solutions
- ☐ Collaborate with and advise our Solutions Consulting and Customer Success teams during customer engagements

Director, Employee Experience Products

Level: Manager

QUALIFICATIONS

- ☐ BS or MS in Engineering, Computer Science, or related disciplines or equivalent experience in technical leadership roles
- ☐ Proven ability to influence and coordinate cross-functional teams to execute against a plan.
- ☐ Well-developed leadership, management, and strategic-thinking skills, with the ability to excite and lead others
- ☐ Excellent organization and communications skills, with experience communicating across groups with varying degrees of technical background
- ☐ Experience presenting to executive leadership, participating in the sales cycle, and handling sensitive customer escalations

SUMMARY

Are you an innovative product manager who thrives in a fast-paced collaborative environment and loves working with the best technology teams in the world? The Emerging Interfaces Product team is seeking a Director, Employee Experience Products to focus on building amazing employee experience focused applications, components and templates built natively on our leading Platform.

RESPONSIBILITIES

- ☐ Position and design features targeting adoption use cases, throughout a cross sectional set of platform areas
- ☐ Develop and deliver on a coherent strategy, including design, user requirements, market assessments, scalable delivery plan and marketing strategy
- ☐ Deliver resources to support adoption through various channels, training, trailhead, blogs, open source and internal proof of concepts
- ☐ Collaborate across multiple teams internally. These services have a high number of internal stakeholders with conflicting needs and require strong product leadership to ensure alignment, consistent design principles, and adoption from other teams
- ☐ Balance product vision with partner and customer feedback, prioritizing across a diverse set of inputs and constituents
- ☐ Engage with our partner and customer communities to drive customer enthusiasm and product adoption
- ☐ Working closely with key customers to envision, plan and execute along with assigned architecture and consulting resources



THE COMMUNITY
ROUNDTABLE

Associate Community Manager

Level: Junior

QUALIFICATIONS

- ☐ 0-4 years experience in community management, product management, product marketing, or QA project management
- ☐ Hands-on experience analyzing customer problems and recommending product or workflow requirements
- ☐ Strong communication skills using Word, Excel, and PowerPoint
- ☐ Driven people thrive here. We like startup lovers who are addicted to winning, obsessed with details, focused on the critical path, and have the ability to conceive and execute complex projects

SUMMARY

This position is a blend of strategic and tactical. The successful candidate will be someone who is a strong communicator, loves building relationships, and is able to manage complex projects. We want someone who has lived and breathed the world of application technology and has experience evangelizing to others; one who is analytical, creative and possesses strong attention to detail.

RESPONSIBILITIES

- ☐ Represent Community as the primary point of contact for member inquiries and concerns
- ☐ Work with project management team to help match expertise with projects
- ☐ Interact with our community via our forums, blogs, and newsletters.
- ☐ Update content in our help repository, enabling our members to find answers to a wide range of questions and to watch interactive tutorials
- ☐ Engage our community with the goal of increasing member interaction with us on both a project level and a knowledge-sharing, collaborative level



THE COMMUNITY
ROUNDTABLE

Developer Relations Coordinator - North America

Level: Junior

QUALIFICATIONS

- ☐ Familiar with back-end languages and environments like Python and NodeJS, experience with SQL and other database systems
- ☐ Familiar with front-end languages like Javascript with toolkits like React
- ☐ Understanding of public-private key encryption protocols
Experience with cloud storage(such as EC2)
- ☐ Experience working for a rapidly scaling start-up
- ☐ Active participation in Open Source communities
- ☐ Active on Stack Overflow
- ☐ Experience in open source software project(s) with 10+ other contributors

SUMMARY

We're seeking a technical evangelist to drive awareness and grow adoption of our developer products. Working with the growth team, you'll come up with strategies to share the benefits of building on our platform amongst engineers and app founders in the North America region. In this role, you will work closely with developer communities to promote development of apps in the our ecosystem and grow our open source community.

RESPONSIBILITIES

- ☐ Grow community of developers to build apps & tools on top of our platform
- ☐ Represent the brand at panel discussions, tech talks, industry and technology conferences and events
- ☐ Serve as a face of the platform at community events
- ☐ Create and nurture relationships with key developers
- ☐ Help drive strategy for deep evangelization into other communities of developers working on decentralized applications
- ☐ Participate as a leader in our developer community
- ☐ Partner with our Digital Community Partners, Event Planners and communities across the globe to organize, speak at, and recruit for technical events such as meetups, user groups, hackathons, conferences
- ☐ Regularly publish technical content: code samples, sample apps, webinars, podcasts, video interviews, blogs, etc.



Digital Customer Experience and Engagement Associate

Level: Junior

QUALIFICATIONS

- ☐ Entrepreneurial, ambitious, self-motivated
- ☐ Empathetic and extroverted
- ☐ Bachelor's degree - preferably in related field: marketing, business, communications
- ☐ Ability to understand brand and uphold its integrity
- ☐ Strong/advanced written and oral communication skills required Consumer-first mindset
- ☐ Customer support and response monitoring experience preferred
- ☐ A love for social media and understanding of the importance of brand consistency
- ☐ Confidence to do the right thing for the consumer in order to preserve trust in our brand

SUMMARY

As a part of the Digital Community Engagement team, the Digital Customer Experience and Engagement Associate represents one or more brands across the digital medium including on company-owned websites (via chat, SMS/messaging, reviews moderation, other customer engagement tools), social media channels, and through personalized outbound customer communication methods (email, handwritten note, etc.). The Associate will be a brand voice and product expert with the ability to think quickly and critically, problem solve, and have the utmost respect for the need to deliver delightful and thoughtful customer response and engagement at all times.

RESPONSIBILITIES

- ☐ Deliver a welcoming, engaging and thorough experience to shoppers, continuously building our brand voice and fielding incoming questions from customers and prospects via chat, social, SMS, 1:1 email or other digital communication tools
- ☐ Serve as a subject matter expert for products available for research or purchase on one or more websites
- ☐ Serve as a brand ambassador and expert in brand tone and feel as it relates to communicating with consumers for one or more brands
- ☐ Support the company's efforts to improve overall brand sentiment in digital platforms and build brand loyalty
- ☐ Quickly and efficiently identify customer outreach issues in need of escalation to Customer Service for triage and resolution



THE COMMUNITY
ROUNDTABLE

Digital Community Manager

Level: Manager

QUALIFICATIONS

- ☐ Bachelor's Degree in Marketing, Business, Communications or related fields
- ☐ 0-2 years of social media, digital community management experience
- ☐ Familiar with social media platforms (including Facebook, Instagram, Twitter, YouTube etc.) Forum admin, Facebook group moderator, or any other experience in launching and moderating an online community is a plus!
- ☐ Ability to write engaging, interesting content to engage with the community
- ☐ Proficient in G Suite and Microsoft Office
- ☐ Ability to handle multiple projects at a time
- ☐ Organized with a high level of attention to details

SUMMARY

We are looking for a Community Manager that helps communicate and engage with our followers/customers on our social media channels, including Facebook, Instagram, Twitter, YouTube and email. You will be working with a variety of teams to maintain and support the needs of the community for enhancing customer experience, engagement, retention and brand reputation. The ideal candidate for this position will have a passion for social media and as well as a keen interest in the consumer electronics.

RESPONSIBILITIES

- ☐ Actively engage and motivate customers to engage in community interactions, like active discussions, user-generated content, and product testimonials
- ☐ Work cross-functionally with Product, Marketing, and Customer Service teams to develop brand strategies and voice into direct communication with our social audiences
- ☐ Develop and manage new users and turn them into fans of the brand
- ☐ Act as a group moderator to provide a high level of customer service while elevating brand presence
- ☐ Conduct research on the surrounding territory for our products; stay up to date on the latest technology, trends, and community management methodologies
- ☐ Determine KPIs, monitor performance, and optimize community content to reach company objectives



THE COMMUNITY
ROUNDTABLE

Technical Community Manager

Level: Manager

QUALIFICATIONS

- ☐ Experience in online community management and moderation, customer advocacy, customer support or customer success
- ☐ Understanding of key community metrics
- ☐ Demonstrated success in growth of key community metrics
- ☐ Experience with community platform vendors
- ☐ Curiosity, critical thinking, creativity, and autonomy
- ☐ Highly organized and ability to keep to deadlines
- ☐ Outgoing and adaptable to working in a fast paced and changing environment with the ability to prioritize conflicting demands
- ☐ Familiarity with Python or SQL, or a willingness to learn

SUMMARY

As a tech-savvy Community Manager joining the User Advocacy team you will help drive the growth of community. Reporting to the Senior Community Manager, you will play an integral role on the team by implementing strategies, tactics, and best practices in a highly technical community environment.

RESPONSIBILITIES

- ☐ Serve as a public face of the company in the online community, and other channels
- ☐ Execute on the operational community plan to support business goals
- ☐ Work closely with senior managers and other team members across departments to develop and implement new community promotions, engagement strategies and tactics
- ☐ Interact with customers, partners, and prospects to ensure positive outcomes
- ☐ Manage programs to enable, engage, and grow the community
- ☐ Help develop, engage, and grow local user groups
- ☐ Organize in-person events to drive loyalty and engagement
- ☐ Identify, cultivate, and manage relationships with superusers and advocates
- ☐ Solicit, gather, evaluate and implement user feedback to optimize the community experience
- ☐ Communicate and promote new community features or procedures to members and employees
- ☐ Prepare reports with qualitative and quantitative data, insights and analytics to communicate trends and the value of the community to stakeholders



Community Manager

Level: Manager

QUALIFICATIONS

- ☐ Bachelor's degree from a fully-accredited college/university (or equivalent experience) and three-plus years of relevant professional experience.
- ☐ Go-getter with a passion for understanding individual points-of-view
- ☐ True understanding of customer service
- ☐ Able to multi-task and meet time-sensitive goals
- ☐ Excellent communicator, both verbal and written – understanding of the notion that every piece of content you produce represents your value

SUMMARY

Do you get a boost from digital engagement? Are you built to brainstorm? Do you like making people feel appreciated? Are you naturally curious – i.e. how many Wikipedia rabbit holes down which do you dive in a week? If the answer is incalculable, we may have the gig for you.

As an Online Community Manager, you will inject strategy and best practices in to our client's effort – while working both individually and as a key component of a highly skilled consulting team – gaining valuable experience with an elite global technology company.

RESPONSIBILITIES

- ☐ Develop custom content, marketing and audience engagement plans for online communities – written and multimedia (i.e. webcasts, virtual conferences, etc.)
- ☐ Facilitate ongoing software user group collaboration
- ☐ Provide technical support and customer service for community users
- ☐ Recommend and implement engagement tactics
- ☐ Collect, analyze and share community-related data with relevant stakeholders
- ☐ Train and assist client representatives in understanding the full breadth of their platform functionality, by leveraging new features and implementing timely updates
- ☐ Continuously gather feedback to shape online community management practices and product ideation
- ☐ Research and recommend community management best practices



Community Operations Manager

Level: Manager

QUALIFICATIONS

- ☐ Track record of strong technical project management
- ☐ Experience in web and application development
- ☐ Knowledge of SEO best practices
- ☐ A data-driven decision-making approach
- ☐ Ability to be proactive as well as reactive to technical situations
- ☐ Experience with data, analytics, and machine learning a plus
- ☐ PMP certification preferred

SUMMARY

The Community Operations Manager will serve as a key player of the Community team, ensuring day-to-day operational excellence of community software platforms, technical projects, and ongoing development.

You'll think of community as a product and build the necessary operational governance model to deliver a world-class experience to customers and prospects.

RESPONSIBILITIES

- ☐ Scope, implement, manage, and maintain community platform customizations
- ☐ Craft a release management strategy and deliver regular enhancements
- ☐ Oversee management of vendors and service providers
- ☐ Build risk management plans and address technical issues as they arise
- ☐ Manage complex cross-functional technical projects
- ☐ Interface with technical teams around the company to ensure seamless experiences between community and other products



Global Community Manager, Customer Service

Level: Manager

QUALIFICATIONS

- ☐ Passionate about community-driven customer support
- ☐ 3+ years of community management experience
- ☐ Technical support, customer service, or external communications experience
- ☐ Excellent English language skills; additional language skills a plus
- ☐ Knowledge of community management software
- ☐ Ability to influence decision making at all levels within an organization
- ☐ Inclusive and collaborative working habits
- ☐ Focus on data driven decision-making
- ☐ Basic understanding of HTML, CSS; JavaScript is a plus
- ☐ Strong people, project, and event management skills

SUMMARY

As Global Community Manager, you will be responsible for leading our Community Team, which cultivates the Rock Star super user program, manages community moderation, improves forum features and functionality, and amplifies the voice of the customer throughout the organization.

You will collaborate with colleagues in Customer Support, Product Management, Communications, and Analytics in a fast-paced environment.

RESPONSIBILITIES

- ☐ Help set the vision for the community
- ☐ Refine, update, and execute on the community strategy
- ☐ Manage a high-performing team that is focused on developing engaged, creative, empowered, and authoritative customers
- ☐ Drive critical metrics that capture community health, activity, and engagement, as well as team performance
- ☐ Clearly communicate your vision, initiatives, and progress against plans to all partners
- ☐ Champion the voice of the customer
- ☐ Help to expand a culture that stimulates innovation and rewards proactive problem solving
- ☐ Stay at the forefront of industry trends to benchmark, understand, and create a best-in-class community
- ☐ Strengthen the relationship with our platform vendor
- ☐ Review and validate that Community Operations (systems, processes, content) are aligned with company policies



Community Strategist

Level: Manager

QUALIFICATIONS

- ☐ 5+ years hands-on experience in community management
- ☐ 3+ years in consultancy
- ☐ Extensive understanding of community technologies and associated best practices
- ☐ Ability to establish credibility on the subject matter with key customer stakeholders at all levels
- ☐ Excellent presentation skills
- ☐ In depth experience in the day-to-day operation of community initiatives, including administration, measurement, moderation and interaction with users, execution of promotion and/or events
- ☐ Deep understanding of social and online metrics as well as basic statistical modeling
- ☐ Excellent problem-solving skills paired with attention to detail

SUMMARY

As a Community Strategist, you will be responsible for providing best practices and tactical advice related to communities helping our customers realize business value. The Community Strategist is a critical component to our customers' success.

RESPONSIBILITIES

- ☐ Provide best practice consultancy on community technology, management, and measurement
- ☐ Provide strategic maturity model based guidance
- ☐ Work hand-in-hand with the customer's community managers and support their execution plans
- ☐ Provide a 12-month roadmap for community implementation projects
- ☐ Co-create best practice expertise with your peers based on your learnings with your customers
- ☐ Deliver strategic workshops to align stakeholders on community value proposition and purpose
- ☐ Deliver assessments and recommendations to existing customers



THE COMMUNITY
ROUNDTABLE

Community Manager - Remote

Level: Manager

QUALIFICATIONS

- ☐ You have experience working remotely and can work as a full-time contractor independently
- ☐ 2+ years demonstrable experience in a growth, marketing, community, or content position, ideally in a consumer or creative organization
- ☐ You're an excellent written communicator. You've written engaging social media posts and blog content
- ☐ You're curious and data driven, you'll maintain quantitative data rigor while seeking new and creative ways to grow the community

SUMMARY

We're looking for a Community Manager with the talent, energy, and determination to help creators and their fans connect and prosper. Are you excited by the idea of working at an early-stage, remote start-up leading projects reaching an audience of millions?

RESPONSIBILITIES

- ☐ Plan, research, write, and publish content to amplify our use-cases, encourage adoption of features, and ultimately grow free and paid membership
- ☐ Grow our influencer base and implement, operate, and measure the effectiveness of the ambassador and affiliate programs
- ☐ Listen to community sentiment, identify growth opportunities, trends, emergent opportunities, and product improvement ideas
- ☐ Seek out opportunities to partner with online services, organizations, and influencers who add value to the community and grow the platform
- ☐ Monitor growth metrics with your own standardized dashboards
- ☐ Manage the email newsletter, social media channels, and our web page in addition to our presence across all other platforms



THE COMMUNITY
ROUNDTABLE

Self-Service Learning Strategy Lead

Level: Manager

QUALIFICATIONS

- ☐ Proven instructional design skills
- ☐ Experience building and delivering certification programs
- ☐ Knowledge of learning management systems
- ☐ A data-driven decision-making approach
- ☐ Excellent written and oral communication

SUMMARY

The Self-Service Learning Strategy Lead will serve as a key player within the Customer Experience / Self-Services Strategy and delivery domain, building world class self-service learning experiences for customers and those looking to expand their horizons into machine learning and artificial intelligence.

RESPONSIBILITIES

- ☐ Own strategy, delivery, and success of community-based, self-service learning
- ☐ Deploy an array of learning modalities to accommodate learners of all types, self-paced interactive lessons, recorded instructor-led training, and recurring challenges
- ☐ Work collaboratively with internal teams to ensure consistency and quality of learning offerings across the company
- ☐ Implement a learning management system or equivalent custom solution to create a seamless user experience
- ☐ Build online certification programs for products as well as AI/ML disciplines
- ☐ Enable customer-facing teams to promote and demonstrate learning offerings to customers and prospects



Online Community Manager

Level: Manager

QUALIFICATIONS

- ☐ 3+ years of experience as a Community Manager for a consumer or lifestyle brand
- ☐ Proven experience at growing and managing an online community and building a community of influencers
- ☐ Strong written and oral communication skills, including understanding of tone of voice
- ☐ A keen sense of judgment and flexibility to manage competing or shifting priorities
- ☐ Ability to work independently and take ownership while still being a team player
- ☐ High degree of comfort working with various stakeholders in the globally
- ☐ Drive, creativity, empathy and a sense of humor!

SUMMARY

We are seeking our first Community Manager in the US to oversee and curate our communities where you'll set and own all aspects of social media community management. We value our customers and want to ensure that their voice is being heard across all of our social channels.

In this role, you'll have an opportunity to build this area up from scratch where you'll combine your entrepreneurial and cutting edge ideas within the community management space to create an innovative community management practice that has a reach across the US.

RESPONSIBILITIES

- ☐ Oversee all community management and consumer engagement across all US social media platforms, including Twitter, Facebook and Instagram (to be launched)
- ☐ Work cross-functionally with Customer Operations, Public Relations, US senior leadership and Berlin stakeholders to ensure all customer inquiries are resolved promptly and that potential issues are escalated in a timely and appropriate manner
- ☐ Define and execute a coordinated strategy to engage consumers on non-owned platforms and forums, together with the PR Manager - US Consumer + Tech Set
- ☐ Own community management KPIs and make recommendations to senior management as needed to optimize positive brand association and reputation
- ☐ Be active in social listening and monitoring across channels and make clear recommendations to help maximize our community-building efforts



THE COMMUNITY
ROUNDTABLE

Senior Director of Digital Content and Audience Engagement

Level: Director

QUALIFICATIONS

- ☐ 5+ years of experience in developing and executing digital news strategies
- ☐ Knowledge of and ability to lead, with the skills and disciplines necessary to succeed, a digital platform including data and analytics, data, digital design and data visualization
- ☐ A record of multi-platform leadership
- ☐ Experience in editorial decision-making, including assigning staff, editing and programming
- ☐ Strong interpersonal skills including ability to work cross-functionally

SUMMARY

This new role will develop and execute a new vision for digital news and programming strategy in partnership with stakeholders in other divisions.

The Senior Director will be a progressive thought leader in the news division regarding how to serve and engage our audiences on the platforms and modes that they use throughout the day to ensure we are delivering the wide array of relevant and accessible content , including music, news, stories, podcasts.

RESPONSIBILITIES

- ☐ Develop best practices for engaging our audience and growing engagement. A vital function of this role will be to understand our audience segments across platforms and develop a strategy to engage users with the right content for the moment through different channels.
- ☐ Champion new forms of digital reporting and story-telling
- ☐ Develop and share best practices around data with the newsroom, and ensure data is front and center in decision making and programming
- ☐ In partnership with Business Development and Digital Media, plan and execute growth strategies from new products
- ☐ Partner with our training team to develop curriculum for the newsroom and member stations on best practices for data, digital content and engagement



Director, Community Engagement

Level: Director

QUALIFICATIONS

- ☐ 10+ years experience in building and executing community strategies
- ☐ Strong track record of leadership and diplomacy, with experience managing diverse teams
- ☐ Ability to identify and distill performance KPIs connecting them to the measurements matter most to the business goals
- ☐ Expertise building collaborative relationships to find win-win solutions
- ☐ Expert knowledge of social media, online engagement, and community tactics
- ☐ Strong knowledge of community theory and community trends
- ☐ Excellent written and oral communication and presentation skills

SUMMARY

This individual will report to the VP, Customer Experience, and will be responsible for maintaining the vision for the Community Team encompassing three groups: Community Content, Community Development, and Community Management within the NA region.

RESPONSIBILITIES

- ☐ Develop and drive overarching community team strategies designed to improve customer advocacy and retention
- ☐ Collaborate with EMEA counterparts to ensure global alignment of vision, strategy, and execution of community plans
- ☐ Laser focus on the customer experience and how to develop an effective customer journey
- ☐ Develop, evangelize, and execute innovative community initiatives focused on deepening engagement
- ☐ Oversee and mentor a large, geographically diverse team
- ☐ Provide managerial support to direct reports (direction, resources, tools, staff, training, growth opportunities, etc.), to enable successful management of their teams
- ☐ Act as a key partner to support Product and Marketing Team objectives while balancing the needs of Community
- ☐ Develop and evolve community models that provide a key foundation for establishing and measuring ROI
- ☐ Recommend and manage the shared budget governing community staffing, content, programs, tools, and expenses
- ☐ Establish guidelines for best practices around community activities, educate internal teams about competitive community initiatives, and evangelize the role of community throughout the organization

Director, Community & Engagement

Level: Director

QUALIFICATIONS

- ☐ 5+ years of experience building online communities
- ☐ 3+ years of people management experience
- ☐ Experience selecting, managing, and maintaining technology/business systems
- ☐ Proven track record collaborating across matrixed organizations to drive results
- ☐ Crisis management skills, and an effective grasp of how to manage sensitive situations
- ☐ Budget planning, management, and forecasting experience
- ☐ Experience managing databases and creating reports
- ☐ Experience with developing and maintaining partnerships
- ☐ Experience with external communications activities preferred

SUMMARY

As the Director of Community & Engagement, you'll shape our global community engagement strategy, define KPIs, set growth and engagement goals, and develop reporting to measure team success. Ultimately, you'll strategically build growth and engagement, while ensuring that our community is a safe place for members to learn.

RESPONSIBILITIES

Lead the Community team:

- Determine effective community standards and best practices
- Mentor, guide, develop, and recognize team members
- Interview, hire, and train new members of the Community Team

Grow and engage a global community:

- Define, optimize, and report on growth and engagement metrics
- Drive accountability across markets to meet or exceed growth and engagement targets

Own platform user safety and moderation:

- Standardize and outsource user moderation
- Build systems detect problem trends and develop solutions

Spearhead community-driven product development:

- Gather and synthesize feedback from community associates, managers, moderators, and users to inform Product
- Keep up-to-date with compliance-related regulations, and suggest enhancements where necessary

Drive internal business communication and collaboration:

- Facilitate cross-functional collaboration
- Work with product, engineering, and marketing teams on product roadmaps for community features and needs



Senior Director, Product, Strategy, & Community

Level: Director

QUALIFICATIONS

- ☐ Bachelor's degree required, MBA preferred
- ☐ 15+ years experience, 5+ years in a product leadership role
- ☐ Proven track record of managing senior-level teams & partnering with cross-functional leadership
- ☐ Proven analytical and problem solving skills; must be comfortable with data analysis and data-driven decisions.
- ☐ Excellent relationship building skills
- ☐ Experience analyzing business performance results and working with financial models required

SUMMARY

In this role, the Senior Direct of Product, Strategy, & Community will be the champion for our members' online experience, overseeing our core digital experience and feature roadmap. The incumbent will lead a team of product managers in addition to our community forums, which provide invaluable connection and insight to our consumers. This responsibility will include leading the cross-functional Leadership Team through the strategy formation process and turning that strategy into execution through product definitions, designs, content, and implementation of all site functionality.

RESPONSIBILITIES

- ☐ Responsible setting strategic direction for Product
- ☐ An active and engaged member of the Leadership Team
- ☐ Along with others on the Leadership team, bring a revenue focus to decisions and participate in revenue forecasting.
- ☐ Hire, lead, motivate, retain, and grow a world-class, high-performing team of product and community managers that elevates user experience and value
- ☐ Innovate consumer features and functionality across all sites
- ☐ Build business cases and analytical support/insight for new business initiatives
- ☐ Understand and leverage editorial and user-generated content
- ☐ Work cross-functionally with various stakeholder groups to optimize strategic and operational decisions
- ☐ Develop strategies for our online community and social media



THECR LIBRARY

TRUSTED COMMUNITY RESOURCES

**Don't waste time searching the internet
for the tools you need to succeed.**

Get access to proven community management resources used by community leaders from organization like Aetna, CA Technologies, UNICEF, Mastercard, Akamai, and more.

<https://www.theclibrary.com>



About The Community Roundtable



The Community Roundtable is the most trusted voice in community management.

Since 2009, we have provided unbiased, research-backed resources for global community leaders. Our focus is on providing private, vendor-free spaces for community leaders to connect and publishing strategic insights and tactical plans you can trust.

We help community leaders build award winning community programs.



"The perspective I've gained has been invaluable in making the case for community-related budget and resources. It has also helped me build a vocabulary to communicate about communities."



Alex Blanton
Senior Community
Program Manager



"TheCR Network offers so many support opportunities, it has been very helpful to connect with other people who are living this role."



Genevieve Babineau
Caterer Growth &
Success Manager



"The CR is a one-stop shop for learning everything there is to know about communities, connecting to other communities professionals and building community skills."



Erik S. Meyers
Head of Corporate
Communications

Read more testimonials at: the.cr/customersuccess