



Title: Community Manager

Company Overview:

[Collective Impact Center](#) (CIC) is a community gathering and event space including offices and co-working to advance the social venture ecosystem and provide spaces for social ventures to work, collaborate and thrive. CollectiveSun is an operations and management service provider for Christ United Methodist Ministry Center who provides space at their facilities at 3295 Meade Avenue, San Diego, CA 92116. The Church is conveniently located in Normal Heights with great freeway access and ample parking.

Position Overview:

The Community Manager is responsible for membership management and day to day operations of CIC.

Responsibilities:

Membership Acquisition, Management and Retention (Community Building)

- Develop, execute and manage ongoing efforts to recruit new members.
- Perform tours of the space for interested/prospective members.
- Community outreach to educate the community about CIC and why they should be involved. (i.e. they can offer discounts from their shops and restaurants, host events, include our marketing collateral (post cards) at their shops, include a CIC link on their website, spread the word about the center.
- Curate community expert workshops and event space rentals.
- Create surveys to better understand the needs of the members.
- Develop and execute a social media strategy and outreach for attracting new and supporting existing members. (i.e. Facebook, LinkedIn, Google Adwords, Instagram, Twitter, Blog)
- Create content for newsletter to announce upcoming Entrepreneur Talks, Tech Talks, Lunch & Learns, events, developments within the center, and Member Profiles.
- Manage website content to include updates, policies & procedures, member profiles, member director, blog, and press.
- Manage the membership software (OfficeRnd.com), membership, room rentals, and be an admin for the community portal.
- Encourage members to utilize the community portal and provide technical support, as needed.
- Explore partnerships to advance CIC objectives.
- Attend monthly Meetups and social groups to engage potential members.
- Develop and manage the Social Ambassador Program and Referral Program.

Office Administration

- Perform day-to-day tasks such as checking supplies, ordering new supplies as needed, ensuring coffee machine, printer and other shared resources are functioning properly and taking corrective action as needed.

- Ensuring that the kitchen, conference rooms and other common area spaces are clean and in proper working order and taking corrective action as needed. We do have a daily cleaning service throughout the building, but sometimes things need to be tidied up during office hours.
- Have a person present at the Community Manager station during business hours to answer questions from members and guests. This person can be yourself or a staff/volunteer that you are managing. A shared/group calendar should be maintained to indicate the days/times when somebody will be at the Community Manager station.
- Be responsive to phone/email inquiries from current and prospective members, including management of a help desk ticketing system.
- Perform new member orientations and onboarding including tasks such as emailing a welcome letter, membership brochure, and upcoming workshops to new members.

Strategic Planning

- Prepare and maintain a 3-year strategic plan with annual updates.
- Prepare an annual budget.
- Develop revenue streams for CIC.

Qualifications:

- Be a highly motivated self-starter who works independently, with minimal supervision.
- Apply independent judgment, discretion, and initiative to address problems and develop solutions.
- Manage multiple projects and priorities to achieve expedited results.
- Effectively handle interpersonal interactions with members and prospective members.
- Communicate effectively, both orally and in writing, including English grammar, spelling, and punctuation.
- Knowledge and skill in Microsoft Office (Word, Excel, and Power Point) and Google suite tools.
- Knowledge and skill in online marketing and social media platforms, including Twitter, Facebook, LinkedIn, and MailChimp.

Compensation:

This is an independent contractor position (1099) which will be compensated based on a percentage of total revenue on a monthly basis with a minimum base. It is expected to initially be a part time role which may transition into a larger role as the membership base grows.

How to Apply:

Please send an e-mail with resume and cover letter to Lee Barken, lbarken@collectivesun.com