



Community Manager

Fully remote Work | Location is your choice | 60-80% role

Who is Erickson Coaching International?

Erickson Coaching International (www.erickson.edu) is a Global Organization that delivers world-renowned human development training programs including our ICF-Accredited *The Art & Science of Coaching* as our flagship program. We are a truly global company with over 50,000 graduates and offices in over 40 countries around the world. We are on a quest to “change the world one conversation at a time” because we truly know that solution-focused coaching has positively impacted the lives of hundreds of thousands of people around the world. We have a 40-year track record developing leadership and life coaches, training people to be better parents, leaders and humans, so we’ve got the T-shirt, and people love learning our methodologies. Most excitingly, we are in a massive remodeling and revitalization phase in our business, so if you love change, creating opportunities and building an exciting future, it’s a great time to join the Erickson team!

What’s Cool about working at Erickson?

1. As a fully remote organization, we offer flexibility in working hours and the opportunity for you to integrate your work into your life.
2. As a global organization, we also don't mind where you are. So, if you fancy life in Thailand for a few months or a nomadic life, as long as you're delivering the results, you can choose your home!
3. Erickson offers a competitive salary depending on development requirements.
4. We also offer many benefits including free professional development, medical, dental and 25 days' vacation leave a year, plus paid sick leave. (For global contractors, we offer cash equivalents so that you can ensure your benefits are covered to suit your needs.)
5. We offer profit sharing, deep thinking working days (what? no meetings today!) and many creative ways of work that just make it cool to be part of our team.

6. In an annual Gallup Employee Engagement Survey, our employees and contractors rate Erickson as a top organization to work where they are offered challenging growth opportunities, a team-centered approach, a high performance environment and an emotionally intelligent work space.

What's this role all about?

Our international alumni community (Erickson +) needs to be led, engaged and supported. Our alumni come from all walks of life and careers. The mission of the alumni community manager is to facilitate meaningful connections between alumni, to develop the community by creating value through products and services that enable growth.

Role Responsibilities

1. Plan and execute strategies to grow the community
2. Collaborate to develop marketing and business development strategies.
3. Create and schedule community posts, source content and generate resources for community members.
4. Engage members and moderate conversations and content.
5. Manage and oversee all platform activities, updating the back-end platform interface as required, ensuring systems run effectively and efficiently.
6. Ensure strong operational processes are implemented and managed for the community.
7. Collect and use community data to drive strategic offerings and customer satisfaction.
8. Conceptualize and implement community initiatives, training, events and product offerings.
9. Plan, schedule, promote and host online events and training.
10. Report on the financial and operational metrics of the community.
11. Collaborate with internal teams to manage service, data and marketing initiatives.
12. Work with global stakeholders to devise a strategy and an operational plan to support and grow the community.

What are the measures of success in this role?

1. Growth in global community size and value.
2. Expanding value proposition for community.
3. Effective community service experience.
4. Product/business innovation opportunities for our community.

High level breakdown of work responsibilities

App based community management	20%
Creative, conceptualization, content and product creation	20%
PR, relationship and stakeholder management	20%
Operations management	10%
ROI, analytics, reporting, research	10%
Business development	20%

Education & Skills Required to succeed in this role

1. 2- years of experience in community and/or relationship management
2. Strong interpersonal skills
3. Presentation and facilitation skills and experience, especially online
4. Strong relationship-based sales experience
5. Quick and adaptable technology capabilities including Excel, Powerpoint, Word, Zoom and CRM experience
6. Content creation and management skills
7. Excellent English written and verbal communication skills
8. Preference will be given to candidates who can speak more than one language
9. Preferably skills with video-editing and creative suite packages such as Adobe
- 10. Strong preference will be given to graduates of Erickson Coaching programs**
11. Marketing and sales experience
12. Strategic and big-picture thinking
13. Data-analysis
14. Reasonable financial skills

You will love working for Erickson if you...

1. like variety and collaboration: As a small team, strong collaboration and teamwork is required. If you love to be involved in many areas of a business and get experience in an entrepreneurial fashion, you will love the exposure you get to all facets of business at Erickson.
2. love a global flavor: We are a diverse and global team. If you like to work with interesting people from around the world, and love to understand the world beyond

your little corner, this is a place where you will feel connected to all cultures and countries of the world.

3. are energetic, resourceful and hold yourself to high standards: We are a business of hard-working, energetic people who like to deliver results. If you like to get things done, hold yourself accountable for the work that needs to happen, give it your best consistently, and have fun along the way, you will thrive in our team.
4. spend time thinking about how you and others live the best possible life: we are an organization that lives and breathes human development. If you are always reading self-help books, philosophy, human potential and are inspired about topics that focus on how to make the world a better place, then you will love what we do at Erickson.
5. are always looking for the next challenge: We love a growth mindset. We set the bar high, give feedback, and are looking to expand and learn.
6. self-motivated: as a fully remote team – with occasional in person events around the world – you must be someone who jumps out of bed and just enjoys creating your own day. If you like working independently but connecting with a team remotely and have a way of just getting lost in your work to deliver what needs to be done, then you will love the flexibility and fast pace that Erickson offers you.
7. are relaxed and personable: We talk about real things. We connect as human-beings, not just colleagues. If you enjoy less formal environments where you get to speak to everyone and aren't locked into rank, you'll love our interactive, interwoven way of working.
8. are comfortable with organized chaos: That sounds strange, but it's a VUCA world and businesses are complex. You must be willing to work in a fast-paced, somewhat chaotic environment and still make sense of it, organize yourself, prioritize and deliver results. If you're the kind of person who needs things to be bureaucratic, exact and neat, you will run away! We seek to create structure and organization so that our customers have a great experience, but people who can live with complexity and less bureaucracy enjoy our work environment.

Application Process

Please submit a 3-page resume to hr@erickson.edu by 7 September 2022. We know that it takes time, effort and optimism to apply for new roles, and it can be a disheartening process when you don't hear back. We do our best to respond to every candidate who applies, but depending on the number of applicants that we receive, this is sometimes not possible. If you do not hear from us by 14 September 2022, please consider your application to be unsuccessful but we know that you will find another great opportunity for your career, and we wish you luck in the process.