PRIMARY POSITION PURPOSE:
Reporting to the Chief Strategy Officer, while working closely with the Manager of Strategic Initiatives, Director of Marketing, and an independent consultant, this position is responsible for providing essential support to accelerate the growth of GTUx.

As Community Manager, you will manage relationships at scale using GTUx’s primary communication channels, and establish an ongoing cadence of digitally-driven outreach and interaction with the GTUx community. This role is an ideal opportunity for an individual with a passion for cultivating community around the world’s wisdom traditions, fostering interreligious dialogue, providing expert insights to questions of religion, theology, spirituality, and social justice issues.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

Communications and Content Development (45%)
- Create, monitor and respond to GTUx discussion boards, including:
  - Sourcing and curating relevant online and in-person activities that align with GTUx content (i.e., lectures, Meet-Up Groups/events, art exhibits, podcasts) to share with the GTUx community via discussion board topics, newsletters, or as blog content
  - Respond to user posts and foster an active community across GTUx’s digital channels, including in-the-moment content and posts as they develop
  - Posting regular conversation starters across each offering
  - Liaising with GTUx faculty and triaging of their responses to topics and discussions as needed
  - Providing timely responses to questions and requests for user support
  - Use social listening and analytics tools to generate insight, fuel social conversation and identify opportunities for heightened engagement or content creation
- Write recaps, snippets or adjacent blog posts for all GTUx originals to assist with SEO
- Monitor comments on GTUx Originals, blog posts, social media, etc., and triage timely responses
- Moderate live discussions on Zoom
Administrative (35%)

- Maintain community management response documents
- Support Manager of Strategic Initiatives in developing and maintaining GTUx “FAQ’s” and “Help Desk” Manual
- Support Manager of Strategic Initiatives in monitoring GTUx email account and triaging timely responses
- Technological trouble shooting of GTUx platforms and programs as needed
- Assist with content upload to Pathwright

Research (20%)

- Foster community partnerships by providing background research on organizations with shared values and serving GTUx target audiences, as directed by Manager of Strategic Initiatives.
  - As part of research, initiate exploratory conversations and outreach regarding GTUx partnerships with community leaders
- Develop and maintain GTUx “Q & A Handbook” encompassing frequent questions
- Keeping a repository for all general questions from the GTUx community that may develop into early chat functionality.

Additional duties as assigned.

QUALIFICATIONS/EXPERIENCE NEEDED:
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Bachelor of Arts degree, or equivalent
- 2+ years of relevant experience
- Excellent writing ability – clear, concise, grammatically accurate, well-structured style
- Comfortable with fast-paced environment
- A helpful, patient, and diplomatic demeanor in dealing with a wide range of individuals of various backgrounds
- Proficient in computer programs such as Word, Excel, Outlook, website CMS applications, and Zoom.
- Proficient with social media applications such as Facebook, Twitter, LinkedIn, Slack, etc. Ability to master new technological tools quickly.
- Knowledge of GTU programs of study and the fields of theological education.
- Efficient, highly organized, attentive to detail, and ability to prioritize in response to shifting needs.
- Ability to work with a team as well as create and carry out individual projects

Physical Requirements:
- **Vision** - Close vision required for reading correspondence and working with computer.
- **Hearing** – ability to hear sounds of individuals and groups.
- **Clear Speech** - Ability to communicate clearly to others is essential part of job.
• **Sitting** - Ability to sit for long periods of time at computer and in meetings.
• **Manual Dexterity** - Ability to use computer keyboard and typewriter.

**Tools & Equipment used:**
Phones, personal computers, and all computer applications noted in “Qualifications.”

**Hours per week:** 15-19 hours per week.

**Hourly rate:** $16.32

**Preferred workdays:** Flexible, regular weekly schedule preferred.

Please send resume and cover letter to Sephora Markson, Chief Strategy Officer at smarkson@gtu.edu