



CEG Community Leader Role Description

Title: CEG Community Leader

Purpose: The CEG Community Leader is responsible for spearheading the community hub solution for Change Enthusiasm Global. This role involves overseeing the establishment, management, and growth of a vibrant and interactive community platform, which may encompass integration various digital tools and environments, not limited to Slack.

Key Responsibilities:

1. Platform Leadership and Strategy:

- Collaborate with CEG Executive Leadership to identify SaaS platform upon which to buildout the CEG community platform
- Lead the setup and customization of the community platform in partnership with SaaS platform vendor team.
- Develop and implement a comprehensive strategy to foster community engagement, collaboration, and growth.
- Align the community platform's functionalities with the organization's objectives and user needs.

2. Community Development and Engagement:

- Cultivate a strong community culture and sense of belonging among members.
- Facilitate networking, collaboration, and knowledge sharing among community members.
- Encourage and support member-led initiatives and contributions.

3. Content and Resource Management:

- Oversee the creation, curation, and management of content and resources relevant to the community.
- Ensure the community hub is a valuable source of information and a central repository for shared materials.

4. Team Management and Collaboration:

- Coordinate with Community members and CEG leadership to manage the community effectively.
- Work closely with CEG leadership to integrate community insights into broader organizational strategies.

5. Performance Monitoring and Improvement:

- Regularly assess the performance of the community platform, gathering and analyzing relevant metrics.
- Continuously seek and implement improvements to enhance user experience and engagement.

6. Communication and Representation:

- Act as the primary spokesperson for the community within and outside the organization.
- Manage internal and external communications related to the community platform.

7. Policy and Governance:

- Develop and enforce community guidelines and policies.
- Ensure ethical and compliant management of the platform and community activities.

Skills and Qualifications:

- Proven experience in community management, preferably in a digital setting
- Demonstrated technical savvy with navigating online community platforms such as blog forums, Circle, Kajabi, or Mighty Networks
- Strong leadership and strategic thinking skills.
- Strong empathetic leadership skills; Demonstrated ability to understand the needs, concerns, and emotions of community members, building trust and rapport
- Excellent communication, interpersonal, and facilitation abilities.
- Familiarity with various digital collaboration and communication tools.
- Ability to analyze data, derive insights, and make data-driven decisions.
- Passionate about fostering community spirit and engagement.

Preferred Experience:

- Managing diverse online platforms and communities.
- Building out of SaaS-based community platform
- Background in project management, digital marketing, or related fields.

Reporting: This role reports to the CEO or COO of Change Enthusiasm Global.

Compensation: This is a part-time contracted role with an expected \$3,000 - \$3,500 monthly compensation. Expected 15 – 20 hr/wk commitment.