

Job Description

Title: Coordinator, Community

Employment Status: Full Time

Location: New York, NY

About Collectively:

Collectively is a pioneering influencer marketing agency connecting brands with the most influential voices on social media. To catch up on our latest work, clients and community, please [visit our website](#).

Headquartered in San Francisco, with a growing office in New York, Collectively is excited to expand our team! We're looking for creative, curious, hard working and social-media obsessed applicants who thrive in a fast-paced, ever-changing social media and digital advertising industry.

About the Role:

The Community Coordinator, will, under supervision, internally assist and support the growth and development of our Collaborator community. This role is part of the Community team, whose larger mission is to support the creative community of digital content creators who work with Collectively. This role will be involved in three crucial areas: community growth and Salesforce database management, Collaborator support and customer service and supporting the development of Community processes – from recruiting and onboarding to administrative operations as they relate to the larger Community functions. This role will also support the Community team in an operational capacity as needed, including Salesforce administration and internal tools and process development.

Responsibilities:

Community Growth:

- Maintain all aspects of Collectively's collaborator database, with impeccable detail, consistency and thoroughness
- Manage weekly onboarding of new collaborators and existing Collaborator account updates
- Respond to all inbound inquiries from new and existing community members and provide excellent customer service and support
- Support monthly collaborator payment reconciliation, ensuring all key collaborator information is retrieved and recorded
- Identify key feedback from the Collectively community and general influencer community, report back to the Community Team and demonstrate strategic thinking for a Collectively POV
- Assist Community team in managing internal process, meetings, timelines and approvals

Team Admin & Operational Support:

- Assist the team (Sr. Manager & Coordinator) in prepping collaborator reports, lists and communications
- Support and maintain new Collaborator leads in database
- Manage the maintenance of Collaborator profiles
- Provide project support and ownership of seasonal communication initiatives for Collaborators, including regular Community surveys, newsletters and other key communications
- Track and report on key recruitment metrics over time and report to the Sr. Community Manager on overall trends

Requirements:

- 1-2 years work experience in marketing sales, PR, advertising industry
- Knowledge of and passion for the social media and influencer landscape
- Professional communication skills—both written and verbal
- Strong attention to detail, eye for design & commitment to producing quality work
- Familiarity with working in Excel, (Salesforce a plus)
- Exceptional focus and time management skills, able to follow process efficiently
- Excellent initiative and proactive follow-through with all colleagues from peers to senior staff
- Positive attitude and enthusiasm for making great work happen

Key Performance Indicators:

- Completes assignments on-time and with minimal errors, goes above and beyond
- Exhibits a proactive, collaborative approach to any challenges or delays
- Quickly learns and retains information, especially regarding key processes and requests
- Demonstrates curiosity with a desire to learn from program data, collaborator content and Collectively teammates
- Projects a friendly, competent, and appropriate demeanor both within the organization and to clients

How To Apply:

- Please send resume and cover letter to jobs@collectivelyinc.com
- Note desired position in subject line