COMMUNITY MANAGER

Join our dynamic team and make a significant impact on Richmond's technology landscape. If you are a well-organized and skilled communicator, looking for a task-driven role on a part-time, remote basis, we invite you to apply for the position of Community Manager.

Company Overview: The Richmond Technology Council (rvatech/) is a 501(c)(6) trade association dedicated to fostering innovation, collaboration, and growth within the local technology industry. Our mission is to support and advocate for tech companies and professionals, while promoting Richmond as a tech hub that we affectionately refer to as "Tech's Most Creative City". As we continue to expand our impact and elevate our programs, we are seeking a Community Manager to help elevate the productivity and effectiveness of all our departments – events, marketing, membership + workforce, and executive.

Job Summary:

Position description:

- **Summary**: Administrative tasks, customer service email, invoicing and billing, CRM maintenance, content & social media copywriting, committee scheduling and rostering, podcast planning, and on-site event support.

- **Goal**: Provide support to all rvatech/ departments in order to allow department leads the chance to elevate their productivity and effectiveness, enhance committee support and service, improve event execution, and position rvatech/ for its next level of growth and success.

The Community Manager is a part-time role not to exceed 20-hours per week. The position is eligible to explore hiring to a full-time status after one-year. The position is almost fully remote, only requiring on-site attendance at one-day events in Richmond, VA up to eight times per year. The successful candidate, if out of town, must be willing to travel to Richmond for these one-day events at their own expense. This position reports directly to the CEO.

Responsibilities:

- Execute administrative tasks as assigned by the CEO
- Reply to customer service email
- Send out invoicing and facilitate billing to members, sponsors and event attendees
- Maintain organization's CRM, keeping contacts and correspondence notes up to date
- Schedule committee meetings and keep committee rosters up to date
- Write copy for social media posts
- Serve as an on-site team member during major events, helping with event set-up, attendee check-in, wayfinding, and attendee customer service
- Schedule and coordinate podcast planning and recording
- Assist in administrative tasks associated the organization's Foundation
- Assist in administrative tasks associated with grant applications
- Other duties as assigned

Key Performance Indicators:

- Completion of tasks in a timely, accurate, and efficient fashion
- Clear communication and coordination among a small team environment
- Ability of existing department leads to enhance the service they provide the Council

Preferred Qualifications:

1. Strong organizational and administrative skills
2. Excellent written and verbal communication skills
3. Accessibility to the greater Richmond area is required so that the candidate can attend up to eight one-day events throughout the year

Current Premier Event Portfolio:

- CyberCon (conference – 400-600): February
- Data+AI Summit (conference – 500-700): March
- Links Golf Tournament (250-300): April
- Code & Cloud (conference – 300-500): May
- ProductFest (conference – 350-500): June
- Awards Gala (800-1,000): September
- Women in Tech (conference – 600-800): October

Software/Tools: (pre-hire proficiency not required – training provided)

- Quickbooks (Invoicing)
- Dropbox (File Sharing)
- Universe (Event Portal)
- Wild Apricot (CRM)
- Monday.com (Project Management)
- Canva (Graphic Design)
- Slack (Internal and Committee Communications)
- Microsoft Office365 + GSuite (Documents, Spreadsheets, Slideshows)
- Zoom (Virtual Meetings)

Employees are provided with the following:

- Apple Macbook

Office:

The organization subscribes to two office locations – Common House at 303 W. Broad St. and the 1717 Innovation Center at 1717 E. Cary St. The selected candidate is not required to attend weekly in-office collaboration days which are attended by department leads. The selected candidate is only expected to attend up to eight one-day events in Richmond, VA. The selected candidate is not required to hold any specific hours of operation, other than to log between 15-20 hours per week. The list of tasks, priorities, and deadlines will be managed through direct correspondence with the CEO.

Salary + Benefits:

- Salary: $30/hour
- This is a part-time, non-exempt, hourly position requiring a range of 15-20 hrs/week
- No benefits are provided with this position
- Specific hours of operation are at the candidate's preference, so long as tasks are completed on time
- This is an at-will position and employment may be terminated or resigned for any reason, at any time, by either party.
- This position is eligible to increase to a full time, paid position with benefits at the conclusion of one-year at the discretion of the CEO

APPLY!

Please send an email (no cover letter required) and resume to CEO Nick Serfass at nick@rvatech.com. Applicants will be reviewed on a rolling basis and the position will remain open until filled.

The Richmond Technology Council provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.