



Community Advocate

Job brief

We are looking for an experienced community manager to join our team. If you are a tech-savvy professional, experienced in community building, social media, and community/ sponsored events, we would like to meet you.

Our ideal candidate thrives on building relationships, has exceptional oral and written communication skills, and is able to develop engaging content. You should be a 'people person' with great customer service skills and the ability to both engage in and moderate online and in-person conversations with our community.

Ultimately, you should be able to act as the face and voice of our brand and manage all community communications.

Responsibilities

- Engage and build relationships with NSS Alumni and the local tech community
- Gather feedback from the Alumni community and organize Alumni specific events
- Organize and participate in events to build community and boost brand awareness, including event sponsorships
- Set and implement social media and communication campaigns to align with marketing strategies
- Create engaging text, image and video content for social media accounts
- Respond to comments and customer queries in a timely manner
- Monitor and report on feedback and online reviews
- Identify and track relevant community metrics (e.g. repeat attendance at events, website traffic, online customer engagement metrics)
- Maintain and strengthen the organization's overall brand through all media avenues.
- Liaise with Programming and Business Development departments to stay updated on new programming and offerings
- Build relationships with customers, potential customers, and industry professionals
- Stay up-to-date with digital technology trends
- Other community and marketing related activities as asked

Requirements

- 2-3 years experience in a community manager, marketing specialist, customer success, or related position
- Ability to analyze and interpret data
- Excellent verbal and written communication skills
- Excellent interpersonal skills
- Hands-on experience with social media management for brands
- Strong organizational skills and attention to detail
- Open to working in a fast-paced environment with changing priorities
- Bachelor's degree in Marketing or relevant field - relevant work experience can substitute for academic training

Preferred

- Non-profit or mission-driven social enterprise experience a plus
- Experience with a technology company a plus
- Experience launching community initiatives preferred (e.g. building an online forum, launching an ambassador program, creating an event series, writing an email newsletter, social media)
- Knowledge of online marketing and marketing channels

We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.

To apply, please send a resume to Renata (renata.ribeiro@nashvillesoftwareschool.com).

About Nashville Software School

Nashville Software School (NSS) is Nashville's non-profit vocational school that prepares adults for careers in technical fields like software development, UI/UX design, data analytics, data science, and computing infrastructure. NSS is a place where a person with aptitude, motivation, passion and commitment can learn a new craft or build on their existing skills. NSS is committed to growing diversity in technology by opening the door to underrepresented groups in tech irrespective of their economic situation. One of the first coding bootcamps in the country, NSS has graduated over 900 web developers and data scientists since 2012. For more information, visit: nashvillesoftwareschool.com