

# EVENTPROFS COMMUNITY MANAGER

Term: December 1, 2010 - February 1, 2010

TITLE: COMMUNITY MANAGER

ABOUT EVENTPROFS: A thriving community of event professionals who come together on Twitter to share ideas, discuss topics and challenge one another. All with the intent of propelling their businesses, and the industry, forward.

## SUMMARY OF FUNCTIONS:

The community manager is an Evangelist, Advocate and Manager for the #eventprofs community. S/he is responsible for

- Creatively and proactively providing support to the community
- Managing the active participation & moderation of the weekly community chats
- Building awareness of #eventprofs

## MAJOR DUTIES AND RESPONSIBILITIES:

1. Readily identify yourself as the community manager
2. Monitor the #eventprofs hashtag for questions about the weekly chats
3. Check the wiki to ensure weekly chats have a moderator
4. Provide access to wiki for #eventprofs who wish to moderate
5. Ensure scheduled chats are actively promoted to the community (moderator name, date, time, topic)
6. Ensure moderators record transcript of chat on the wiki and distribute it to the community
7. Provide assistance and training, if needed, to chat moderators
8. Assist in the development of chat topics, based on community needs
9. Find a qualified replacement at the end of your term & provide a proper hand off for their success
10. Participate in Advisory Board teleconference calls, as needed (1-2x / year)

Approximate time investment = 1 - 1.5 hrs / week

## QUALIFICATIONS:

- People oriented
  - You love helping people and find it rewarding to solve people's problems. Then you love to proactively use that experience to make the whole community better.
- Ability to work cross functionally
  - You enjoy learning & are curious!
  - You are open to ideas that are not your own.
- Excellent communication skills
- Social media savvy
  - You understand your way around Twitter, Wikis, Facebook and can provide instruction to others who have questions about these tools as they relate to the community
- Eventprofs community member
  - You have been an active #eventprofs community member for at least 3 months.
  - You have moderated at least 1 chat.

## ORGANIZATIONAL RELATIONSHIPS:

Receives direction from the community as well as Lara McCulloch-Carter, advisor to the Community Manager.