



Industrial Designers Society of America

Position: Community Manager
FLSA Status: Exempt
Reports To: Manager of Membership / Director of Operations
Positions Supervised: NA
Date: March 6, 2019
Location: San Francisco, CA / Herndon, VA

Position Summary

We are looking a qualified Community Manager to join our team and work directly with our growing membership base of design professionals and students. If bringing people together and helping others succeed is second nature to you, we would like to meet you. The ideal candidate has exceptional oral and written communication skills, is able to develop engaging relationships, and can initiate/see through projects to completion. Most importantly, you are self-motivated and passionate about people.

IDSA has communities (we call them chapters) of members in cities across the United States. Your main responsibility will be supporting and cultivating the leadership teams in each of these chapters so that they may best serve those in their local areas. A majority of the interactions between you and our community members will be over the phone, video calls, email or face-to-face during conferences and events. In this role, the Community Manager will thrive in being the go-to resource for our chapter leadership teams and be a pillar for enabling exceptional member-community experiences.

The Community Manager will work directly with IDSA's Manager of Membership and other teams within the organization to create and continually refine the tools and resources needed to best support our membership teams. The core scope of this work would include onboarding processes for new leaders and ongoing training / mentorship for existing leaders. Additionally, you will maintain a keen eye in overseeing the financial activities of each chapter; ensuring that all are held to a high level of accountability and best practice.

Core Personal Attributes

- Acute attention to detail; you possess excellent analytical, process-oriented problem-solving ability and mindset.
- A deep desire to seek-out opportunity areas; you proactively make suggestions or implement improvements, acting quickly to capitalize on the moment.
- Relentless work ethic; you are ready to wear many hats and take on tasks that may, from time to time, fall outside of scope but are necessary in order to achieve our goals.
- A commitment to collaboration and teamwork across multiple stakeholder groups; you merge resources and information from various sources together to execute and achieve success.
- Ability to maintain flexibility in thought and approach; you excel at thinking creatively through challenges in order to deliver original and visionary solutions.
- Great interpersonal skills; you are responsive to constructive feedback and able to make adjustments quickly when changes are required.
- Motivated self-starter; you maintain a high level of independent judgment to make critical decisions and trust others to do the same.



- Excellent time-management skills; you have the ability to work effectively under pressure while managing multiple priorities and deadlines.
- Strong verbal and written communication skills; you delight in narrative and aspire to present clearly articulated work to others.

Primary Duties & Responsibilities

- Bolster a fantastic community for members to thrive in. Unite people who live in close proximity and build bridges between those in different cities.
- Host regular training and check-in conference calls / video chats / webinars with chapter leadership teams to keep them up to date on best practices and IDSA news.
- Support our events and conferences planning team to help create engaging and deeply valuable in-person experiences throughout the year.
- Respond to member needs and requests promptly, accurately and with a positive attitude.
- Work closely with the entire IDSA team to launch new community programs.
- Leverage analytic tools and other measurements to provide progress reports to team members and IDSA's Board of Directors; continually find ways to improve on those metrics through testing and new initiatives.
- Provide regular feedback and reports to IDSA's Manager of Membership, Director of Operations and Executive Director on the status and health of our community.
- Manage and maintain accurate data sets (email / contact lists, financial records, event histories) to ensure that IDSA is working off the most current and error-free information available.
- Use IDSA's Association Management Software platform to run reports, access member data, analyze trends and process payments and transaction.
- Periodic domestic travel to meet with community members and/or assist in the production of conferences / events.
- Periodic travel between San Francisco, CA and Herndon, VA to meet with team members.

Applied Skills & Abilities

- Exceptional verbal and written communication ability.
- Stellar networking and inter-personal relationship building ability - You are 'a people person'.
- Strong customer service sensibility paired with a proactive desire to solve problems.
- Experience with strategic training and communication initiatives – taking ideas through to a nation-wide rollout.
- Prior experience raising the community profile of a brand / product / organization and its offerings through community programs, outreach and engagement.
- Experience with association and content management systems.
- Proficiency across Microsoft Office applications such as Word, Excel and PowerPoint.
- Proficiency with email marketing platforms such as MailChimp or Constant Contact.
- Proficiency with online survey tools such as Survey Monkey.
- Proficiency with group meeting / conferencing tools such as Gotomeeting, BlueJeans, Join.me, Zoom.
- Familiarity with remote collaboration tools such as Slack, RealTimeBoard, Asana or Trello.

Education & Experience

- Bachelor's degree in marketing, project management, journalism, communications or related field from accredited university or institution.
- 3-5 years of relevant professional experience.



Industrial Designers Society of America

- Prior association experience is a plus.
- Knowledge of, and appreciation for, design and/or other creative professions.

About IDSA

IDSA is a 501c(6) non-profit professional association promoting the practice of industrial design through education, information, community and advocacy. Learn more at www.idsa.org.

This is a full-time, in-house position working out of our Herndon, VA office or a co-working space in San Francisco, CA. IDSA offers a competitive salary and a comprehensive benefits package that includes health, dental, vision and life insurance, a 401K plan and a flexible work environment.

For consideration, please submit a resume and applicable samples of your work to hr@idsa.org. Please state your name and the position you are applying for in the subject line of your message.

Thank you.