



Community Manager

Location: Impact Hub Universitate, Bucharest

Contract type: Full-Time | Hybrid (70% On site – 30% Remote)

Seniority: 7+ years of professional experience

POSITION SUMMARY

Impact Hub Bucharest & Startarium seek an experienced and dynamic Community Manager to lead our community engagement efforts across a broad spectrum of members including entrepreneurs, corporate clients, and participants in our various programs. This role is critical in fostering a vibrant, collaborative, and productive environment, ensuring that our community is actively engaged and well-supported.

IMPACT HUB BUCHAREST

[Impact Hub Bucharest](#) is an ecosystem that inspires and supports people to create social impact in the world through entrepreneurship. Our 12 years' experience in the local market incorporates co-working spaces and a series of acceleration and scaling programs dedicated to startups and entrepreneurs. We are part of [a global community of 320k+ impact makers](#) spread over more than 100 locations worldwide.

We're much more than that, but we don't want to brag – that will be your job ;)

Profile we are looking for:

- **Passionate about Impact:** You are genuinely searching for a place where people value the impact of their work & the connections they build on the way.
- **Strategic Thinker:** Possesses a strategic mindset with the ability to plan and execute initiatives that align with the broader mission of the organization while catering to the diverse needs of the community.
- **Adaptable and Resilient:** Comfortable working in a dynamic environment; can adapt strategies and plans quickly in response to changing circumstances.
- **Innovative Problem Solver:** Exhibits creativity in problem-solving, with a proven ability to find or develop new solutions to enhance community engagement and satisfaction.
- **Inclusive Leadership Style:** Leads by example and promotes an inclusive culture that values diversity and allows every member to thrive.

- **Tech-Savvy:** Proficient in using modern tools and platforms that facilitate community management, communication, and remote collaboration.
- **Excellent Negotiator and Influencer:** Skilled in negotiation and influence, with the ability to engage and align diverse stakeholder groups towards common goals.
- **Data-Driven Decision Making:** Uses data and feedback effectively to guide decisions, measure impact, and improve community initiatives.

Your responsibilities will span over several areas:

- 1. Community Development and Engagement:**
 - Develop and implement strategies to engage and expand the community, integrating the diverse needs of coworking clients, accelerator participants, startarium.ro members, and corporate clients.
 - Facilitate networking, collaboration, and peer-to-peer support among community members through tailored initiatives and regular events.
- 2. Program and Event Management:**
 - Oversee the planning and execution of community events and activities that cater to the needs of different community segments, enhancing their entrepreneurial journey and business success.
 - Coordinate with the programming team to integrate community feedback into the design and iteration of support programs.
- 3. Team Leadership and Management:**
 - Lead and mentor the community team, including a Community Catalyst, to achieve community engagement goals and ensure a high level of member satisfaction.
 - Set clear team goals and KPIs, monitor team performance, and provide regular feedback and support.
- 4. Membership Management and Growth:**
 - **Member Acquisition:** Focus on attracting new members through the membership offering, requiring strategic planning on targeting and outreach.
 - **Member Onboarding:** Tailoring the onboarding process to ensure new members understand and utilize the benefits associated with their membership.
 - **Retention Strategies:** Implement strategies specifically aimed at retaining members acquired through the membership product, which may involve periodic assessments and enhancements based on member feedback.
- 5. Operational and Administrative Oversight:**
 - Supervise day-to-day community operations, ensuring all aspects of member services run smoothly and efficiently.
 - Manage community resources, budgets, and logistics for community events and programs.
- 6. Feedback and Impact Measurement:**
 - Implement systems to gather and analyze member feedback to continuously improve community offerings.

- Coordinate with the Global Impact Measurement team to report on community impact, aligning with the organization's mission and objectives.

Reporting:

- You will be reporting directly to the CEO

What we offer

- Working in the most inspiring space dedicated to entrepreneurs and diverse community of skilled professionals;
- Being part of something truly meaningful and bringing a positive impact in the community through the projects you are involved in;
- Being part of a community of impact entrepreneurs, a fast-growing local business and global network of change makers;
- A lot of responsibility and autonomy: we want you to leave your mark and raise your voice;
- Working with a diverse, highly skilled and fun team;
- Several formal and informal opportunities for training and development;
- Hybrid style of working (on site + remote), adapted to your needs;
- Attractive salary & other juicy company perks

To apply:

Applications will be accepted until April 30th. We will be conducting interviews as soon as we receive applications **so the faster you apply, the better.**

How to apply?

Answer a couple of questions to help us get to know you better and send us your CV [here](#).