

Position Description

Position Title: Online Community Manager

Location: Chicago, IL (hybrid: virtual and in-person work in Chicago and surrounding areas)

Reports to: Project Executive Director

Status: Full-time non-exempt

Position Summary

Community Food Navigator supports connection and collaboration among the people, communities, and organizations working to strengthen a more equitable and just, rich Chicago region food ecosystem.

Our mission is to expand food sovereignty—particularly in Black, Brown, and Indigenous communities—by engaging Chicago-area growers and food producers; strengthening connections and collaboration; telling more truthful stories about the Chicago food system; and redistributing power. For more information, visit the communityfoodnavigator.org.

We are a community-driven organization and as such the Online Community Manager role interacts with the community online and in-person. The community of Navigator app users guide the development and use of resources and tools. It is a network-driven resource hub intended to support community-driven food system practitioners who set priorities and steward solutions based on their lived experiences. We are immersed in our community. This is a hybrid role: the team currently comes into the office once a week and periodically hosts and engages in in-person events in the Greater Chicago area. We are a small, start-up organization; all team members are integral to the direction and success of reaching our communities' goals.

The project seeks a full-time online community manager, reporting to the Project Executive Director, to co-create and execute the strategy for our digital knowledge sharing and collaboration app with the Community Engagement team and our community users in achieving our collective food justice goals. You'll also be working with the team's Full Stack Developer on new features and enhancements to existing functionality. This role does not have any direct reports.

Responsibilities and Tasks

- Co-create and execute a strategy with Project Executive Director, Community Engagement Team and community members related to knowledge sharing, collaboration, and relationship building using the Navigator Digital App in alignment with organization's strategic plan.

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- Create and maintain a calendar of online engagement activities in support of organizational strategy and in alignment with and in support of virtual and in-person activities as part of an ecosystem for knowledge gathering, sharing, curation, collaboration, and relationship building.
- Responsible for establishing and maintaining a cadence of digital app content posting, building the app directory and resource library, posting events, tagging content, and acting as a connector of people and resources.
- With the Community Engagement team, guide and support the training and work of our Digital Stewardship Pod who provide input into community guidelines and serve as our digital app ambassadors. The Digital Stewardship Pod is made of community members who are part of our network and currently using the app.
- Work directly with individuals in the user community to motivate, amplify, recognize, and reward the use of the tool for their needs, e.g., one-on-one training, working with an organization to create and use private groups, gather and write stories and best practices for posting in the tool, connect people to other people and resources, assist community members with posting, etc.
- Responsible for community moderation, trust building, and governance with team, community members and consultants.
- Responsible for community health and metrics definitions and goals, usage measurements, and reporting using Google Analytics, Mixpanel, and other tools as necessary.
- Create and maintain app documentation including FAQs, knowledge base, videos, marketing materials and other tools with support from team members and consultants.
- Attend periodic in-person meetings and events for the purpose of connecting to online digital app activities, promoting the app and the organization, and understanding community members needs and feedback.
- Provide feedback to Project Executive Director and Full Stack Developer on community members app needs and work to meet those needs by actively participating in the software development lifecycle including requirements gathering, design, and user testing.
- Establish, document and maintain standard operating procedures and policies.
- Develop personal knowledge and engagement with the urban agriculture, food grower and producer communities, educators and researchers, and allies.
- Provide input into our organization's projects, plans, and activities to reach food justice goals both in the present and as we expand our work in the future.
- Post content across other media (website, LinkedIn, Twitter, etc.) when appropriate.
- As the organization matures, champion and develop knowledge sharing, collaboration, and connection strategies, activities, and tool usage for the internal Navigator team.
- Performs other related duties as assigned.

Education, Skills, and Experience

- Minimum of two years' experience as an online community manager, knowledge manager, social media manager or equivalent experience
- Cultural competence, commitment to diversity, equity and inclusion and demonstrated commitment to positively contributing to a diverse, equitable, and inclusive organization
- Experience in nonprofit or philanthropic sectors with an interest and experience in racial and economic equity and justice-centered work is preferred
- Demonstrated ability to manage projects, create project plans, and report on project goals
- Ability to work quickly and effectively with a broad range of people and disciplines
- Proven track record of taking initiative and problem solving
- Ability to prioritize work and multi-task multiple strands of work
- Excellent organizational, interpersonal, and communication skills (written and verbal) and attention to detail
- Excellent time management skills with the proven ability to meet deadlines
- Has access to home office, internet, and cell phone
- Bilingual (English/Spanish) preferred but not required

Physical Requirements

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.

How to Apply

Please submit your resume and cover letter through our website application.

Compensation and Benefits

Annual Salary range: \$60,000 - \$75,000 based on experience

Benefits: Comprehensive benefits package includes 100% employer-paid health, dental, and vision insurance; 3% automatic contribution and a 3% employer match on 401k contributions; paid holidays, vacation, sick, volunteer time off, monthly phone stipend, and travel reimbursement.

Relocation assistance is not provided.

Hiring Statement

Community Food Navigator is a project of Windward Fund, a 501(c)(3) public charity that incubates new and innovative public-interest projects and grant-making programs.

Windward is committed to attracting, developing and retaining exceptional people, and to creating a work environment that is dynamic, rewarding and enables each of us to realize our potential. Windwards work environment is safe and open to all employees and partners, respecting the full spectrum of race, color, religious creed, sex, gender identity, sexual orientation, national origin, political affiliation, ancestry, age, disability, genetic information, veteran status, and all other classifications protected by law in the locality and/or state in which you are working.

COVID-19 Policy

To center the safety and well-being of its employees, Windward Fund requires that any employee who is required to conduct in-person activities for their job must be fully vaccinated against COVID-19 within four weeks of their start date. This position may require candidates to be fully vaccinated against COVID-19. Accommodations may be sought and approved in accordance with the law by contacting human resources at HR@windwardfund.org.