



Internship Role Description

Community Builder

Who we are

Communitier is a social enterprise that combines technological and programmatic solutions to engage volunteers in order to tackle the world's greatest challenges. We facilitate social impact by bringing corporates, universities, not-for-profit organisations and volunteers together to do more good. Think of us as 'LinkedIn and Airtasker combined, for social good'.

We're a fast-moving, for-purpose start-up that constantly innovates to empower people to make a difference. Our team consists of passionate people with different skills and cultural backgrounds, and we recognise the strength in diversity. We are values-driven, pragmatic and determined people who practice what we preach! We care deeply about other people, the community, and the environment we live in.

So far our community has grown to over 3000 volunteers, 350 not-for-profits and 10 corporates, facilitating over 5000 hours of volunteering..

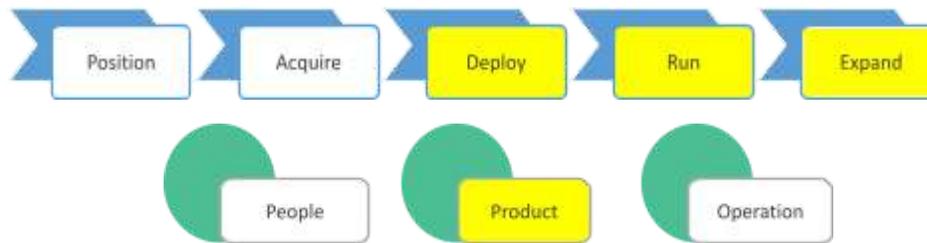
The Role

This role will be involved in the ideation, implementation and refinement of community building strategies to ensure that users have a good experience as part of our online community. Separate to marketing or sales, this role's focus is on retaining and increasing engagement rather than increasing the user pool. You will lead community engagement initiatives and collaborate with your team members in Product Development to continually lift the user engagement on and off our platform.

We're seeking a proactive person who can design creative user-centric strategies to engage volunteers from corporate and university backgrounds, and NFP representatives. This is a unique and exciting opportunity to apply your soft skills whilst building a purposeful career. You will be able to put your own stamp on how Communitier builds communities to amplify social impact.

Relationships

- Reports to: Community Builder Team Leader
- Supports: Community Builders, Event Coordinator
- Works with: Digital Storytellers, UX Researcher, NFP Clients, Partners, Volunteers



Responsibilities

- In collaboration with the Team Leader and Community Builders, create and drive our community engagement strategies to achieve our business objectives;
- Drive and coordinate our community engagement initiatives. Plan, coordinate, execute and validate the factors that lead to high user engagement;
- Facilitate successful virtual volunteering and provide technical support as needed;
- Listen and respond to user communication to better understand our personas;
- Work with the Acquire team to ensure that all new client's transition smoothly to the Deploy phase;
- Monitor the 'health' of the community and provide insights to improve user experience;
- Any other work-related deliverables as directed by the Team Leader and Service Delivery Manager.

Selection criteria

- Values alignment with Communitier (Agency, Equality, Humanity, Integrity, Solidarity);
- Passionate about facilitating social impact through the creation of good user experience;
- Previous experience in community building, sector engagement, or customer service in the not-for-profit sector;
- Strong skills in building and growing communities in different settings;
- Ability to communicate with people at all levels to deliver on common goals;
- Commitment to create the best user experience by working collaboratively and effectively in a fast-paced, flexible, team-based environment.

Key performance indicators

- Deliver a good user experience to all users in our community based on surveys, feedback, retention rate, and referrals;
- Meet agreed service standards for user onboarding and support as an individual and as part of the team;
- Continually improve CT's user engagement level by taking initiatives, executing community engagement strategies, and refining CT's user support processes;
- Contribute to the creation of an autonomous and sustainable community engagement team that won't fall over in the absence of a key personnel;
- Reinforce a strong culture of user-centred delivery and teamwork amongst your peers.



Internship Program Overview

Communitier internships are a one-of-a-kind experience, highly rewarding to those who give it their all.

Our most important asset is our people. Being a purpose-led organisation with a young workforce, we have a supportive tight-knit culture that comes from the passion in doing something greater for the world. Being a values-driven team, determined to practice what we preach, we run both external and internal campaigns to act on our care about people, the community and the environment we live in.

As we are currently in a transition phase from start-up to SME, we move fast, and our interns are absolutely part of that journey. We know that this journey isn't for everyone, thus at one-third of the way into every internship, we will check in to ensure there is a good mutual fit between us.

What do you give -> What do you get?

Successful completion of the internship	Pathway to employment A reference from us to improve your employability & potential career opportunities at Communitier
Application of technical skills	Development of technical skills An internal expert or external mentor to guide you professionally
Engage in the workplace culture, including commitment to minimum at-office hours	Development of soft skills Structured education, ie. group workshops and 1-on-1 sessions on 'how' to work and be the owner of your scope of work with real impact
Willingness to learn and immerse yourself in your team	Swift and structured induction month 1-week induction schedule followed by 2-3 weeks of shadowing and functional work, with progressive responsibilities allowing you to prove yourself and achieve according to your ambition
Transparent communication about your progress, to what extent this internship is prioritised in your schedule and whether it aligns with your goals	Mutual relationship of being taken seriously Resources invested for your success & genuine respect given to you from day 1 as the owner of your role
Fail fast, fail often approach	Upfront and constructive feedback Honest observations and assessment on how you are doing, what your strengths and weaknesses are
Hunger and curiosity for more, a go-getter attitude	Richer opportunities Referrals and direct introductions to our connections & entry to more opportunities within your team and across the organisation