



Partner, Community Manager

About Us. FuelEd is a non-profit organization whose mission is to grow emotionally intelligent educators who build relationship-driven schools. Our vision is a world where educator training and support - and the very definition of an educator - is reimagined to prioritize educators' emotional intelligence, emotional health, and interpersonal skills.

About the Role:

The Community Manager role will implement a comprehensive community engagement strategy and successfully formalize FuelEd's alumni community of teachers, school leaders, and district leaders. To date, more than 17,000 educators have completed FuelEd's program, but the organization has not had a consistent alumni community to keep educators engaged and deepen the impact of FuelEd in the lives of our educators. As part of the organization's recent strategic plan, FuelEd is setting out to catalyze a greater number of its educator alumni and as such, this position will elevate and expedite the formation and growth of FuelEd's alumni initiatives.

In this role, you will be responsible for bringing new and old alumni into greater connection with FuelEd, helping them to stay informed, get involved, and have a greater impact in their own classrooms, schools, and districts in alignment with FuelEd's mission. You will collaborate on the design, implementation, and evaluation of new and innovative alumni program initiatives. You will also work closely with marketing, fundraising, and sales, elevating alumni as champions and door openers. Finally, you will on-board new school and district partners, advocating for customer's needs, success, and continued engagement in the FuelEd community.

About the Fit

What makes FuelEd unique isn't just the work we do, it's how we do it: we identify as a [Teal Organization](#) utilizing [Holacracy](#) as our governance model. At FuelEd, we strive for all team members to be "owners of their work, not renters" so there are many opportunities for entrepreneurship, leadership, and ownership. We believe that growth occurs through honest and empathic relationships, and have built this into our team culture so that every member can reach their full potential. Happy and successful team members will have passion for the cause and a desire to build a movement that can fuel schools with the power of relationships. Happy and successful team members will also possess abilities and enjoy opportunities to be flexible, take initiative, give and receive feedback, build relationships, wear multiple hats, and be challenged to grow personally and professionally. If this sounds like you, you may be a great fit for FuelEd! Learn more about FuelEd's culture [here](#) and our commitment to diversity, equity and inclusion [here](#).

Location: FuelEd Partners can choose to work fully remote anywhere within the United States, but preferred locations include Atlanta, GA, New York City/Tristate area, Houston, TX, San Diego and the San Francisco Bay Area, CA.

Responsibilities:

Alumni Programming, Community-Building and Network Management (50%)

- Building a strategy and developing messaging to engage FuelEd's alumni network into continued programming, sessions and events
- Serve as primary liaison between FuelEd and its alumni, ensuring effective communications and promotion of FuelEd's alumni community via newsletters, social content, and other channels
- Facilitating alumni programming and/or soliciting guest speakers/presenters

- Maintaining and reporting an accurate alumni community database
- Monitoring progress of alumni engagement through analytics, event attendance, actions taken, and other metrics
- Utilizing data for continuous improvement and to inform recommendations about alumni engagement strategies
- Collaborating with team to pilot test, and iterate upon the most potent inputs to activate our alumni to be relationship-driven educators and changemakers on the ground
- Reaching out to older alumni to “bring them back” and create systems to ensure new educators seamlessly transition from program completion into alumni activities
- Leading FuelEd’s grassroots organizing efforts, building individual relationships and forming subgroups among alumni for greater collective impact, as well as networking, peer support, and professional growth
- Researching, identifying, and launching ways to connect FuelEd’s alumni community in physical and digital spaces
- Implementing systems for acknowledging and stewarding alumni volunteers

Customer Onboarding, Customer Experience, and Prospecting (30%)

- Building relationships with and onboarding new clients
- Serving as client advocates, working with internal departments to ensure that client needs are understood and satisfied and improving the overall customer experience
- Helping the sales team with upsells and renewals
- Reviewing customer complaints and seeking to improve the customer experience
- Building relationships with and leveraging alumni educators as “door openers” and champions to support fundraising and sales efforts

Alumni Story Sharing and Amplification (20%)

- Organizing and leading alumni interviews, surveys and focus groups to collect and amplify alumni innovations and stories of success
- Collaborate with the fundraising, sales, and marketing team to source, package, and share FuelEd’s alumni impact story

Our Ideal Candidate has...

- Passion for FuelEd’s mission of growing emotionally-intelligent educators and relationship-driven schools
- 3-5 years of relevant experience required (experience may be in network management, community or grassroots organizing and/or collective impact, communication, stakeholder engagement, event planning, marketing or other related fields)
- Strong understanding of the PreK-12 education industry, with an ability to attune to the realities of the educator population is a strong plus
- A high degree of personal and professional integrity
- High self-awareness, emotional intelligence, and commitment to personal and professional growth as well as excellent interpersonal, listening, written and verbal communication skills
- A resourceful, flexible style with the ability to collaborate, take initiative, execute independently with minimal supervision, prioritize tasks and projects, and enjoy working in a highly entrepreneurial, fast-paced environment with a small and scrappy team
- Detail-oriented, conscientious and dependable with exceptional time management, planning, and organizational skills
- A focus on data, including analysis and using it to inform instruction and make decisions
- Experience in creating and facilitating professional learning experiences for adults
- An ability to network, build alliances, and relationships
- Customer-service skills and orientation
- Ability to liaise seamlessly across internal teams to implement a common goal
- Experience using systems/technology to track alumni/volunteer engagement or build communities preferred
- Knowledge of Hubspot CRM is a plus

- Experience working with and supporting underrepresented populations, and deep commitment to advancing diversity and inclusion goals is a plus
- Bachelor's degree or equivalent required
- Equivalent lived experiences and exposures can substitute for all minimum qualifications listed above except when there are legal requirements, such as a license/certification/registration. Anyone interested who meets 70% of the competencies and qualifications should consider applying.

Salary & Benefits

The salary range for this position is \$60,000-\$75,000, and will be based on prior experience and qualifications. Benefits include comprehensive health, dental, vision, 401K match, unlimited PTO and ample opportunity to grow into your best self through challenging work aligned with your strengths and powerful relationships with colleagues. We also invest in staff wholeness through counseling and wellness stipends, technology reimbursements, childcare support, and self-directed professional development.

We Value Diverse Perspectives

FuelEd is made better by the diverse experiences and perspectives of its employees. We value all diversity and evaluate applicants for employment on the basis of their qualifications without regard to race, color, religion, gender, gender identity or expression, national origin, age, sexual orientation, veteran status, mental or physical disabilities, pregnancy, medical condition, marital status or any other characteristic protected by law.

To Apply: Please complete this [form](#). Applications will be accepted on a rolling basis.