



Role: Community Experience Coordinator

Primary Point of Contact: President and CEO

Pay Rate: \$27.00 / hour, up to 80 flexible hours per month

Position Type: Part-Time Independent Contractor (1099)

Position Description: The Community Experience Coordinator plays a key role in delivering a consistent, high-quality experience across all TCCP programs, events and community touchpoints. This role is responsible for executing the day-to-day operational and communication activities that keep the TCCP community informed, engaged, and connected both online and in person. From social media and community platforms to event logistics and follow-ups, this individual ensures that nothing falls through the cracks. This role ensures that every interaction, whether online or in person, feels organized, welcoming and aligned with TCCP's community-first approach. Working closely with the President & CEO and Director of Member Engagement, this contractor helps to deliver consistent, high-quality experiences while helping maintain the systems and communications that keep the community connected.

Major Tasks and Responsibilities:

- I. Community & Social Media Engagement
 - a. Collaboratively execute and maintain TCCP's social media calendar across LinkedIn, Facebook and Instagram.
 - b. Draft, schedule, and publish social media content, including recurring features and event promotions.
 - c. Monitor and respond to comments and messages in a timely, professional and engaging manner.
 - d. Ensure consistent voice and tone aligned with TCCP's brand and community values.
- II. Community Platform Management
 - a. Manage and moderate TCCP's community engagement and collaboration platforms (Discord, LinkedIn Group, etc.)
 - b. Post prompts, updates, and conversation starters to encourage engagement.
 - c. Monitor activity and maintain a welcoming, respectful environment.
 - d. Identify and elevate active participants and meaningful community interactions.
- III. Program & Event Coordination
 - a. Set up events in GrowthZone, ensuring all event details are accurate and complete.

- b. Schedule and manage event communications, including confirmations and reminders.
- c. Develop and send “Know Before You Go” emails with clear event logistics.
- d. Coordinate speaker logistics, including collecting bios, headshots and presentations.
- e. Moderate virtual sessions (Zoom and Microsoft Teams), including attendance tracking, basic troubleshooting and recording.
- f. Maintain accurate attendance records and participation data.
- g. Send post-event follow-up communications, including thank-you emails and resource sharing.

IV. In-Person Event Support

- a. Support on-site event logistics, including registration/check-in and general coordination.
- b. Assist in ensuring a smooth, welcoming experience for all attendees.
- c. Represent TCCP professionally at events and within the community.

V. Community Experience & Engagement

- a. Welcome new members and participants through email and/or digital platforms.
- b. Maintain consistent engagement touchpoints across LinkedIn, Discord and email communications.
- c. Support Peer Learning Groups with scheduling, reminders and light coordination.
- d. Contribute to a positive, inclusive, and active community environment.

VI. Systems & Data Management

- a. Maintain accuracy and organization of member and contact data within GrowthZone.
- b. Perform routine database cleanup and updates.
- c. Assist with basic reporting, including event attendance and engagement metrics.
- d. Ensure systems are current to support effective communication and operations.

VII. General Support

- a. Monitor and respond to general inbox inquiries, escalating as appropriate.
- b. Assist with sponsor benefit fulfillment, including social media posts and tagging.
- c. Repurpose content across platforms (event promotions, social media, email).
- d. Maintain organized records of event and marketing assets.
- e. Represent TCCP at community or business events when required.
- f. Participate in various TCCP meetings, programs, and events as needed.
- g. Assist with other projects and duties as needed.

Preferred Qualifications:

- Minimum 2 - 4 years related experience

- Experience in event coordination, marketing, communications, or community engagement
- Strong written and verbal communication skills
- Experience managing social media platforms (LinkedIn, Facebook, Instagram, Discord, etc.)
- Comfort working with virtual platforms such as Zoom and Microsoft Teams
- Experience with CRM systems (GrowthZone or similar preferred)
- Highly organized with strong attention to detail
- Ability to manage multiple tasks and priorities effectively
- Self-motivated, with ability to independently set and meet goals
- Strong interpersonal skills and a community-oriented mindset
- High level of professionalism, reliability, and responsiveness
- Proficiency with Microsoft Office Suite
- High level of integrity, work ethic and follow-up skills
- Ability to work independently with limited supervision
- Must be organized with good time management skills