

# We're out to design a better world, and we need your help.



## How To Apply

Please upload your resume and cover letter at

<http://smrtr.io/uJ7FZA>

Applications will be reviewed on a rolling basis.

## Equal Opportunity Employer

IDEO.org is an equal opportunity employer; applicants are considered for all roles without regard to race, color, religious creed, sex, national origin, citizenship status, age, physical or mental disability, sexual orientation, marital, parental, veteran or military status, unfavorable military discharge, or any other status protected by applicable federal, state or local law.

## Community Specialist

Full Time, San Francisco, CA

### Position Summary:

IDEO.org is looking for a digital-first Community Specialist, someone who can think strategically across our public-facing platforms while at the same time rolling up those sleeves and doing the day-to-day execution that brings them to life. We've got a multifaceted group of learners, partners, and enthusiasts to serve and the Community Specialist has demonstrated experience engaging, growing, and inspiring online communities.

Duties will include managing IDEO.org's social media presence and you'll play a large role in maintaining our website and our learning platform, Design Kit. Optimizing, growing, and maintaining Design Kit, a multi-platform suite of teaching tools that has reached over 400,000 creative problem solvers, is another key component of the job. At IDEO.org, we're committed to introducing human-centered design to as many people as possible; efficiently running, engaging, and growing that community is paramount.

We're looking for a self-starter, a strong writer, and someone for whom life online is second nature. The right candidate will have great people skills, and be willing to learn Design Kit content and human-centered design from the team. We work in a highly creative and highly collaborative environment and we need someone who is ready to jump right in.

### Areas of Responsibility:

- Strategizing and executing community support and growth
- Managing social media
- Running and maintaining Design Kit's suite of teaching tools
- Streamlining and optimizing community management practices
- Writing and editing stories for Design Kit and [www.ideo.org](http://www.ideo.org)
- Managing communication with the IDEO community
- Working on IDEO.org's public facing materials like newsletters, promotions, and more
- Contributing to IDEO.org culture

### Qualifications:

- Bachelors degree in communications, marketing, journalism, or related field
- 1-2 years experience in a communications role
- Demonstrated experience in social media
- Familiarity with human-centered design
- Customer service and community management experience
- Excellent organizational skills and attention to detail