



Community Manager

Overview of Position: The Community Manager will oversee the execution of the program in a regional collection of ASA Communities and will help build new communities in conjunction with the ASA leadership team. The Manager is the primary contact and supervisor of the volunteer Community Coordinators in their region. The Manager works in conjunction with the Director of Programming to oversee all members of the program including Athletes and their families, Wingmen & Captains, and Race Directors. The manager works with the ASA leadership team to deliver the program to add the highest possible value to the organization.

Key Functions and Responsibilities:

1. Administration of The Wingman Program: Assist in the development and administration of the annual program calendar including, but not limited to detailed deadlines, milestones, and processes for each of the following:
 - a. Assist in the development of the annual Racing Calendar and Group Runs Schedule
 - b. Assist in the planning and execution of the following events: Ravens Training Camp; Awards Celebration and office Managed Races such as the Baltimore Marathon, RunFest, B10, Susquehanna
 - c. Assist in the "Wish List" process to coordinate assignments for captains and athletes
 - d. Ensure program operations and activities adhere to guidelines and internal policies; maintain and publish all programming procedure documentation.
2. Onboarding and Management of ASA's Athletes
 - a. Recruitment, intake, onboarding and oversight of new athletes
 - b. Maintain up-to-date profiles on all athletes
 - c. Manage Athlete compliance in regards to meeting attendance, group runs, etc.
 - d. Coordinate and oversee Athlete presence at fundraising and onsite events including ASA Awards, Bull Roast and RunFest.
3. Recruitment and Retention of Wingmen and Captains
 - a. Assist in the Retention & Recruitment strategy to grow Wingman volunteer base
 - b. Assist in the annual onboarding process for all Wingmen
 - c. Assist in ensuring an excellent Wingman experience in the program
 - d. Assist in annual plan for Captain promotion
 - e. Ensure Wingman compliance including background checks, monthly run attendance, and on-site participation at races or groups runs
 - f. Maintain Wingman and Captain database via CRM and folders for all Captains
 - g. Plan, host and attend recruitment events in ASA Communities
 - h. Continue to stoke a spirit of volunteerism across all aspects of workload in ASA
4. Supervision of Community Coordinators overseeing local ASA Communities
 - a. Be involved to provide feedback and resolve complex problems
 - b. Select, train, and communicate with Coordinators

- c. Engage in monthly 'touch points' with Coordinators
 - d. Oversee Coordinator workload & provide support
 - e. Provide Race Director support as needed
5. Build new ASA Communities
- a. Work in coordination with the leadership team to fulfil the expansion strategy for ASA
 - b. Plan, host and attend recruitment events in potential communities
 - c. Manage the group run and racing schedule for emerging communities until a coordinator has been trained
 - d. Be the face of ASA when rising communities are emerging
6. Community Engagement and Communications
- a. Be present in each ASA Community that they are overseeing – must attend 1 training or 1 race in each community/month
 - b. Coordinate and attend annual Athlete/Captain meetings and Coordinator meeting
 - c. Serve as the main point of contact between ASA and Race Directors
 - d. Attend Development Events – RunFest, Bull Roast, Donor Appreciation Events, Golf
 - e. Attend Weekly Staff Meeting

Requisite Knowledge and Skills:

- 1. Proven experience as program leader or other managerial position
- 2. Thorough understanding of project/program management techniques and methods
- 3. Excellent knowledge of performance evaluation techniques and key metrics
- 4. Working knowledge of all Office products as well as other software and database tools, including: Salesforce, Form Assembly, Survey Monkey, Sign Up Genius, Zoom
- 5. Excellent organizational and time management skills
- 6. Excellent communication skills and proven ability to work with others
- 7. Ability to work independently to meet established goals and timelines
- 8. Passion for elevating the quality of people's lives through connecting with others
- 9. Excellent at and comfortable with public speaking engagements
- 10. Passionate about running & able to run a 5k
- 11. Available to work nights and weekends to attend trainings, races, and recruitment events (10-15 hours/week will be out in current and emerging ASA Communities)

Reporting Structure: Individual reports to the Director of Programming.

Additional Info: Health insurance, Retirement Program, Wellness Program, Hybrid work arrangement, Flexible/Remote work schedule.

Compensation: Full Time; salary commensurate with experience.