

Community Manager

Charm Patterns is a creative and dynamic sewing pattern company looking for a Community Manager to serve as the main point of contact for Charm's online community and patron members and provide friendly and timely customer service as needed. This is a fully remote role with flexible, varying hours.

Responsibilities:

- Monitor social media and communication channels (Charm's Discord community, Patreon membership community, Sew & Tell Facebook Group, Facebook Page, Instagram account, YouTube channel, etc.) and respond to all questions in a timely manner.
- Track feedback and questions from the community, and report regularly to the Charm team.
- Moderate community spaces to enforce guidelines and Charm policies so the spaces feel welcoming and safe for all.
- Create and curate engaging and shareable content for Charm's social media channels to engage followers and find new fans.
- Participate in community events, including monthly live CrowdCast videos.

Requirements:

- 3+ years experience in a communications, PR, or customer service role. Previous experience as a community manager is a huge plus!
- Deep knowledge of the Charm community and brand
- Intermediate to advanced sewing knowledge and the ability to communicate that knowledge in response to questions about sewing techniques or specific Charm patterns
- Exceptional written communication skills
- Friendly, positive, and empathetic personality
- Good judgment and problem-solving skills

Compensation

- Starting at \$20 per hour, depending on experience
- Up to 15 hours per week

If you feel like this position is a good fit for you, please email your cover letter, resume, and a link to your portfolio to careers@charmpatterns.com, with the subject "Community Manager - Your Full Name".