



Phone :
Web :

Job Summary

Vacancy :
Deadline : Sep 14, 2024
Published : Aug 14, 2024
Employment Status : Remote
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

About 1Password:

We all have important information we need to manage, and protecting it should be easy. Over 150,000 businesses and millions of people log in to 1Password to unlock smart, simple access to everything they care about. Our vision is to create a safer, simpler digital future for everyone, and our culture values simplicity, honesty and a human-centric approach to solving problems. Come help us unlock peace of mind so everyone can stay safer online.

We're looking for an experienced Community Manager to join our CX Community team at 1Password and help launch, lead and grow various Community programs. You'll be joining an exciting new team, and as a Community Manager, you will be responsible for developing and executing innovative ways to grow and sustain member engagement. We are looking for a rock star to help to inspire and connect with our members focusing on growing the community, executing on community programs, measuring the success of the community, and more! We're looking for a natural leader to join us on this amazing community journey.

Our ideal Community Manager has experience working cross functionally to deliver community driven outcomes against key business goals. They are organized and have strong communication skills and an analytical mindset. They can build for both B2B and B2C community audiences, understanding the differences and similarities. This is a remote opportunity within Canada and the US.

What you can expect:

- Help develop and execute on various community program strategies.
- Work cross functionally with our internal teams on community engagement strategies, to support the macro business objectives.
- Partner with the community content team to ensure relevant programmatic content is created and measurable.
- Be active in the community, and become a known resource to our members.
- Partner with our Advocacy team to help identify and nurture our most engaged users.
- Create and share program features, functionality and value with cross-functional partners so they can be leveraged across the organization.
- Work closely with our Moderators to ensure programs are properly supported with clear guidelines and workflows.
- Partner with the community platform manager to fully leverage our community technology when growing our programs.
- Constantly gather feedback from the community and bring those insights to the appropriate internal teams.
- Build the right processes and mechanisms to ensure we are recognising and rewarding our members.
- Measure, analyze, update and track community data, connecting it clearly to 1Password business goals and objectives.
- Escalate and flag issues as needed to keep the community a trusted space

What we're looking for:

- 2-3+ years in Community Management with experience scaling Community Programs and 4+ years relevant work experience
- Specific experience creating or developing User Group, Gamification, Support, Ideation, or Ask Me Anything programming within a technology/SaaS organization.
- Passion for 1Password, and a genuine interest in the target communities.
- A strong communicator and writer. Being successful in this role will require you to excel at both internal and external communication.
- Passion about being a community advocate. You understand why customer voices are so important.
- Flexibility and adapting quickly when priorities change.
- Solid understanding of cross departmental functions including Marketing, Customer Success and Product.
- Experience working with various online community platforms and tools. (Bonus for experience with Khoros.)
- You are an organized master multitasker, someone who knows how to set goals, prioritize, and maintain focus when it comes to deadlines.
- Fantastic interpersonal skills, a great listener, and is extraordinarily empathetic.
- Willingness to go the extra mile to serve our customers.
- Good technical understanding and can pick up new tools quickly.

USA-based roles only: The Annual base salary for this role is between \$82,000 USD and \$112,000 USD, plus immediate participation in 1Password's benefits program (health, dental, 401k and many others), utilization of our generous paid time off, an equity grant and, where applicable, participation in our incentive programs.

Canada-based roles only: The Annual base salary for this role is between \$82,000 CAD and \$112,000 CAD, plus immediate participation in 1Password's generous benefits program (health, dental, RRSP and many others), utilization of our generous paid time off, an equity grant and, where applicable, participation in our incentive programs.

At 1Password, we approach each individual's compensation with a promise of fair market value and internal equity commensurate with experience and specific skill set.

What we offer:

We believe in working hard, and resting hard. We're always looking for new ways to support our team members, but here's a glance at what we currently offer:

Health and wellbeing

- > ☑ Maternity and parental leave top-up programs
- > ☑ Wellness spending account
- > ☑ Generous PTO policy
- > ☑ Company-wide wellness days off scheduled throughout the year
- > ☑ Wellness Coach membership
- > ☑ Comprehensive health coverage

Growth and future

- > ☑ Employee stock option program for all full-time employees
- > ☑ Retirement matching program
- > ☑ Training budget, 1Password University access, and learning sessions
- > ☑ Free 1Password account (and friends and family discount!)

Flexibility and community

- > ☑ Paid volunteer days
- > ☑ Employee-led DEIB programs and ERGs and ECGs
- > ☑ Fully remote environment
- > ☑ Peer-to-peer recognition through Bonusly

You belong here.

1Password is proud to be an equal opportunity employer. We are committed to fostering an inclusive, diverse and equitable workplace that is built on trust, support and respect. We welcome all individuals and do not discriminate on the basis of gender identity and expression, race, ethnicity, disability, sexual orientation, colour, religion, creed, gender, national origin, age, marital status, pregnancy, sex, citizenship, education, languages spoken or veteran status. Be yourself, find your people and share the things you love.

Accommodation is available upon request at any point during our recruitment process. If you require an accommodation, please speak to your talent acquisition partner or email us at nextbit@agilebits.com and we'll work to meet your needs.

Remote work is a part of our DNA. Given that our company was founded remotely in 2005, we can safely say we're experts at building remote culture. That said, remote work at 1Password does mean working from your home country. If you've got questions or concerns about this, your talent partner would be happy to address them with you.

Successful applicants will be required to complete a background check that may consist of prior employment verification, reference checks, education confirmation, criminal background, publicly available social media, credit history, or other information, as permitted by local law.

Candidate Privacy Notice

When you apply for a position, refer a candidate, or are being considered for a role at AgileBits, Inc. (dba 1Password, 1Password, we, us, or our), your information is stored in Lever, in accordance with [Lever's Service Privacy Notice](#). We use this information to evaluate your candidacy for the posted position. We also store this information, and may use it in relation to future positions to which you apply, or which we believe may be relevant to you given your background.

Candidates may also optionally choose to self-identify their race/ethnicity, gender identity, sexual orientation, age, and disability. These answers will help us evaluate our diversity and belonging efforts. You do not have to answer these questions—your answers will not be linked to your name or job application, will not be visible to the hiring manager reviewing your application, and will in no way affect your job application. If you have any questions about the collection or use of this information, please contact dpo@1password.com.

When we have no ongoing legitimate business need to process your information, we will either delete or anonymize it. If you have any questions about how we use or process your information, or if you would like to ask to access, correct, or delete your information, please contact our privacy team at dpo@1password.com or through [1Password Support](#).

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
