

# Program Manager, Community Experience



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Web :

## Job Summary

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Vacancy :

Deadline : Sep 20, 2024

Published : Aug 20, 2024

Employment Status : Remote

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

## Job Description

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### About Fable

Fable is a mission-driven business and the leading digital accessibility platform powered by people with disabilities. We help enterprises build accessible user experiences by engaging people with disabilities (our Community) through user testing and market research. Collaborating with some of the largest enterprise companies like Walmart, Slack, and Shopify, we work directly with our Community to make products more accessible for over 1 billion people who live with disabilities. Fable ranked #3 on the 2022 LinkedIn Top Startups Canada list and Fast Company's 2023 Most Innovative Companies in Design list.

### About the role

Fable empowers individuals with disabilities to actively participate in and shape society by equipping them with professional skills, on-the-job learning, and work experience through our three core products, [Fable Engage](#), [Fable Upskill](#), and [Fable Pathways](#).

As the **Program Manager, Community Experience**, you will be responsible for shaping and refining the Community's structure and governance, ensuring scalability and sustainability.

### You will do this by:

- Optimizing our existing processes by implementing new tools and workflows
- Creating assessment, training, and personalized upskilling programs that scale
- Leveraging our product capabilities and third-party productivity tools to create robust engagement campaigns
- Supporting recruitment and partnership efforts by leaning into your existing network of industry contacts and advocates
- Adeptly navigating through change and uncertainty as we expand

You will report to the Director of Community Programs and be the primary contact for Community members, offering expert support and guidance throughout their time with Fable. You will empower Community members by providing comprehensive training, upskilling opportunities, effective resources, and meaningful incentives, fostering their growth and success.

You will advocate for the needs of our Community and work closely with cross-functional teams to maintain essential Community functions, proactively address challenges, and explore new feature sets. You will use data-driven insights to solve complex problems, make informed decisions, and continuously improve the Community experience.

For this role, **we are open to applicants who are located in Canada and who can work in North American time zones, Eastern Time preferred, or Central time zone.** If you believe that you match the majority of this job description, we highly encourage you to apply!

### Requirements

#### Responsibilities

#### Training & Upskilling

- Design comprehensive training programs to educate testers on user testing processes and effective feedback techniques so they can have meaningful engagements with customers.
- Develop assessment programs to gauge testers' technological and digital proficiency with their assistive technology.
- Standardize the Community team's use of learning management systems, following instructional design best practices and ensuring our Community effectively absorbs and retains key learning objectives.
- Create personalized upskilling programs based on individual proficiency levels to enhance testers' skills and knowledge.
- Implement solutions that provide Community members with individualized touchpoints and celebrate personal performance milestones at scale.
- Analyze learning, performance, and work distribution metrics regularly and act on data trends and insights in ways that support tester goals and improve the overall Community experience.
- Maintain collaborative working relationships with contractors, vendors, and both internal and external stakeholders, ensuring projects are delivered on time and within scope.

#### Engagement

- Participate in strategic initiatives to enrich the Community experience and enable Fable to maintain our competitive edge.
- Foster a sense of identity, pride, and belonging that unites the many roles within the Fable Community.
- Bring in the right voices to provide the perspectives we need in order to support and expand our Community in meaningful ways.
- Use project management and marketing automation tools to create and monitor Community engagement campaigns, keeping a pulse on key engagement metrics and adapting strategies as needed.
- Cultivate relationships with external partners, exploring ways to add value and offer additional professional development opportunities to the Community.
- Collaborate with various stakeholders within Fable to update and enforce Community policies, agreements, and code of conduct.

#### Key qualifications and assets

#### Background

- Education: Bachelor's degree in a relevant field (such as Business Administration, Communication, Instructional Design, or Education), or equivalent experience.
- Professional Network: Well-established connections within the industry to aid in recruitment and forming partnerships.

#### Experience

- 5+ years of experience in program or community management, demonstrating a strong track record of success.
- 3+ years of experience working with individuals with disabilities, preferably in a community, advocacy, and/or professional context.
- Experience creating learning programs with self-paced and live training components.
- Experience in a growing start-up or small business.

#### Skills

##### Technical Expertise:

- Experienced with project management and marketing automation tools (e.g., Asana, Trello, HubSpot).
- Comfortable using learning management systems (LMS) and knowledgeable about best practices in instructional design.
- Strong skills in data analysis and familiarity with business intelligence tools (e.g., Tableau, Power BI) for informed decision-making.

##### Strategic Planning:

- Skilled in contributing to and implementing comprehensive plans to boost Community engagement and scalability.

##### Data-Driven Approach:

- Expertise in utilizing data to address challenges, make strategic decisions, and enhance Community programs continuously.

##### Training Development:

- Proven ability to design and deliver impactful training and assessment programs, as well as tailored upskilling initiatives.

##### Effective Communication:

- Excellent verbal and written communication skills for engaging with diverse audiences, including internal teams and external partners.

##### Problem Solving:

- Strong problem-solving capabilities, especially in managing and resolving complex issues during periods of change.

##### Collaboration:

- Exceptional interpersonal skills for building and maintaining collaborative relationships with stakeholders, contractors, and vendors.

##### Community Engagement:

- Experienced in developing and managing engagement campaigns, with the ability to monitor and adjust strategies based on key metrics.

##### Advocacy:

- Committed to representing and amplifying the voices of community members, ensuring their needs and feedback are acknowledged and addressed.

### You must be

- Willing to expand your knowledge about accessibility and disability inclusion in the workplace
- Willing to follow inclusive design practices and support workplace accommodations
- Open to working in a fast-moving team
- Willing to learn new tools and adjust quickly
- Able to work within bounds of North American time zones, Eastern Time preferred, or Central time zone.

### Our values

#### To lead, listen first

You amplify voices that are less often heard and create space for those voices to grow. The quality of an idea doesn't correlate with the loudness of someone's voice.

#### The brain is a muscle

If you're going to do something, you will do it well. Practice often and rest when needed. Give your mind what it needs to thrive.

#### Unlearn to learn

What did we learn growing up, and what do we need to unlearn? It's essential to understanding our personal bias and position so that we can grow.

### Benefits

#### What's in it for you?

At Fable, you'll join a vibrant and rapid growth environment where you'll work with individuals who share the same values of being passionate, socially driven, inclusive, collaborative, and respectful. We offer great benefits such as stock options, career progression, professional development, health/dental benefits, and more.

#### Accessibility accommodations

Fable is an inclusive workplace. If you are facing any accessibility requirements or concerns regarding the hiring process or employment with us, please fill out this [form](#) or email us at [jobs@makeitfable.com](mailto:jobs@makeitfable.com) and include the subject line "Accessibility accommodation for "Role" job application."

#### Pay range

\$105,000 to \$130,000 CAD - this is a range and is subject to change, depending on experience and role fit. Please take this as a general range.

**Education & Experience**

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**Must Have**

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**Educational Requirements**

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**Compensation & Other Benefits**

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