

Job Title: Community Coordinator - Market Research Online Communities (Part-Time, with potential to become Full-Time after three months)

Company Information:

KL Communications is a fast-growing market research firm driven by innovation and dedicated to building and maintaining Market Research Online Co-Creation Communities. We conduct qualitative research through our proprietary CrowdWeaving platform in conjunction with ideation sessions, collaborative studies, and quantitative methods, to help our clients create and bring to market new products and services.

Job Description:

The Community Coordinator would assist the Community Manager, who oversees the daily administration of multiple online co-creation communities, including content creation, moderating, data analysis, and member management.

Job responsibilities include:

- Maintain and update member databases across all active research communities
- Monitor community email accounts and respond to member inquiries
- Draft and send out weekly eLetters to members across all active communities
- Post weekly content updates
- Develop original content, when needed
- Participate in community postings, as yourself and avatars, to generate discussion and engage members
- Recommend and help implement suggested upgrades to the member experience
- Identify threats and opportunities in user generated content
- Support member recruitment and retention efforts, and community refreshment processes
- Manage technical community administration tasks such as workspace setup, permissions, incentive administration, and content publishing.
- Generate reports when necessary

Job Requirements:

- 1-2 years relevant market research experience (includes college-level coursework)
- Experience interacting in online community tools such as blogs, social news, video/photo sharing, social networking applications, widgets/gadgets, viral marketing campaigns, user-generated content and podcasts
- Strong writing and verbal communication skills
- Excellent and proven project management and time management skills, ability to set priorities and manage expectations
- Strong analytic skills and instincts, with excellent attention to detail
- Works effectively individually or in teams
- Takes initiative, is self motivated
- Tech savvy, knowledge of HTML a plus
- Proficiency in MS Office (Excel, Word, and PowerPoint)
- Knowledge of qualitative and/or quantitative research methods, database management a plus

Job Benefits:

- ✓ Potential for long-term employment past internship
- ✓ Flexible hours (20-25 hours/week)
- ✓ Competitive hourly rate
- ✓ Potential to work from home
- ✓ Opportunity to work with driven, talented professionals and exceptional clients
- ✓ Contribute and share in the success and innovation of a small but growing company