



4043 N. Ravenswood, #222, Chicago, Illinois

StoryStudio Chicago is a successful eleven-year old company with excellent brand recognition for teaching creative and business writing. We offer more than 150 classes each year from our facility on Chicago's North Side, and provide customized corporate training onsite and online.

Job Title: Community Manager **Start Date:** Spring 2015 **Employment Status:** Contract; potential for permanent staff

Job Description:

StoryStudio Chicago is looking for a talented and tech-savvy assistant to support our students and help grow the company. Our students are creative and business writers who want to improve their skills and join a community of writers. Our corporate clients are demanding professionals looking to us as experts in the craft of storytelling.

Our staff is a hard-working team, always seeking to improve the student experience and the company's growth.

We are seeking a detail-oriented, creative, and organized person to work on many different projects. The successful candidate will have an appreciation for good writing and especially for the experience of writers and instructors. Projects include development of our online learning management system, community conversation and events, data transfer and management, marketing assistance, online community activity, and front desk staffing for in-person classes. Community Manager is required to be at the studio when classes are in session, typically Monday-Thursday, 5pm to 9:30pm, and some Saturday mornings.

Responsibilities

Studio House Manager

- Work onsite most Monday – Thursday evenings to run studio during classes, check in students, prepare studio for classes, close after classes, etc.
- Manage student/corporate client data
- Manage course scheduling
- Prepare contracts and documents
- Other tasks and special projects as needed

Online Community Manager

- Facilitate and manage discussions and activities on online class platform
- Assist Program Curator in managing online classes
- Assist with online class setup and community

Key Skills, Experience and Personal Characteristics

- Entrepreneurial, diplomatic, broad-minded and curious
- Ability to prioritize and balance multiple projects and deadlines
- Ability to synthesize information and develop clear processes
- Excellent writing, editing and communication skills
- A passion for stories and art
- Excellent customer/client services skills
- [A great team member](#)
- Mastery of computer skills including Word, Excel, and PowerPoint
- Facility with learning new software platforms
- Pleasant and welcoming aspect for students and instructors
- At least two years of retail or office experience
- 4-year liberal arts college degree
- High energy, client focused, high degree of emotional intelligence, detail oriented. Sense of urgency and ownership as an individual and as part of a team.

Key Performance Metrics

- Student participation in studio and online events/discussions
- Instructor ratings for assistance
- Increased online registrations and student evaluations

Please Send Resume and Cover Letter to: StoryStudio Chicago, info@storystudiochicago.com