



# Poets&Writers

## ONLINE COMMUNITY COORDINATOR

The Online Community Coordinator is an integral part of the team responsible for developing and maintaining Poets & Writers' website (pw.org), which attracts more than 1.5 million unique visitors per year and is the creative writer's primary online source for information and advice.

Responsibilities include engaging members of Poets & Writers Groups, our online collaboration and peer-to-peer networking platform, to create a dynamic and supportive virtual writing community; maintaining the Poets & Writers Directory; and growing our Literary Events Calendar.

The ideal candidate is a writer with extensive experience working with groups (as a student, a member or leader of a writers group, or a facilitator/teacher) who is eager to help build a supportive and positive writing community that embodies P&W's values of service, integrity, inclusivity, and excellence, and our commitment to antiracism. Must be service-oriented and comfortable working with writers in an online environment.

This is a full-time position in our New York City office. We offer a hybrid work environment, with potential to work from home several days per week; must be available to work in the office two days per week and additionally as required. Some weekend and evening hours may be required. Annual salary: \$50,000-\$55,000, plus benefits including fully paid medical insurance and generous paid time off. Reports to the Digital Director.

### Responsibilities include:

- Administer Poets & Writers Groups, including:
  - Help to build an engaged online writing community:
    - Create and facilitate ways for members to interact and build community, which may include but is not limited to hosting weekly "office hours" to encourage writers and share best practices for running different types of groups, facilitating a group for group leaders to learn from one another, holding a monthly "mixer" for new members and new groups to connect with one another, leading a group related to The Time Is Now writing prompts, and so on.
    - Maintain the home page and news box on the platform.
    - Develop materials (videos, PDF tip sheets, etc.) to help members create, manage, and participate in various types of writers groups.
    - Implement communication plan, to be created by Digital Director, to help members and prospective members take full advantage of the platform;

this may include a series of welcome e-mails, a regular e-newsletter, or other means of communication with members.

- Promptly answer questions and resolve issues for members, providing exceptional customer service.
- Provide moderation to ensure that Groups is a safe, welcoming online environment for all writers:
  - Clearly communicate P&W's Community Standards to all members.
  - Troubleshoot, address, and help solve problems that arise.
- Help attract writers to join Groups, to meet or exceed annual membership goals:
  - Contribute to the development of marketing campaigns (including social media, via P&W channels, and external marketing).
  - Reach out to other literary organizations and institutions to explore collaborations and cross-promotions that will build membership.
- Assist in tracking relevant metrics (members, groups, engagement, revenue) to monitor the health of the platform.
- Assist with periodic surveys of members to gather feedback as to their satisfaction, ideas for improvement, etc.
- Administer the Poets & Writers Directory and maintain the integrity of its 10,000+ listings of contemporary authors; screen and approve/reject applications of new listings, screen and approve/reject requests to add publishers to the index.
- Maintain the Literary Events Calendar and increase engagement and visibility.
- Answer written, phone, and e-mail queries from writers, providing accurate information, technical support, and outstanding, courteous service.
- Learn, adapt to, and provide feedback on online features, tools, resources, and databases, and provide input on website enhancements/improvements.
- Collaborate with editorial and marketing staff to build engagement on pw.org and social media platforms.

### **Qualifications and Experience:**

- Experience in online writing communities.
- Demonstrated leadership and facilitation skills.
- Understanding of engaging interactive environments.
- Familiarity with the literary marketplace.
- Keen cultural competency.
- Excellent writing and communication skills.
- Web savvy; strong experience with user engagement.
- Highly organized and outstanding attention to detail.
- Experience with basic HTML, e-newsletters, and social media, a plus.
- Upholds P&W's values—service, integrity, inclusivity, and excellence—and shares our commitment to antiracism and to creating an online writing community that is diverse, welcoming, and supportive of all writers including BIPOC, LGBTQ+, and disabled writers.

**To Apply:**

Please send résumé and cover letter via e-mail (“Online Community Coordinator” in the subject line) to: Jessica Kashiwabara, Digital Director, [jkashiwabara@pw.org](mailto:jkashiwabara@pw.org). In your cover letter, please address your experience with online writing communities, which might include teaching or leading a writers group. Attachments must be .doc or .pdf; other file types will not be opened. No calls, please.

***Poets & Writers is an Equal Opportunity Employer, committed to building a diverse and inclusive staff. Individuals from all backgrounds are encouraged to apply, including veterans and those with disabilities.***

**About Poets & Writers:**

Poets & Writers is the nation’s leading nonprofit serving creative writers. Our mission is to foster the professional development of poets and writers, to promote communication throughout the literary community, and to help create an environment in which literature can be appreciated by the widest possible public.

We advance this mission through our flagship publication, *Poets & Writers Magazine*; [pw.org](http://pw.org), a website that provides trustworthy advice, information, and a lively online community for writers; the Readings & Workshops Program, which pays writers fees for giving readings and leading workshops throughout New York State; and unique professional development opportunities, including Get the Word Out, a publicity incubator for emerging writers. We offer two significant awards: the Maureen Egen Writers Exchange Award and the Jackson Poetry Prize.

Our work is guided by our core values: service, inclusivity, integrity, and excellence, and our commitment to becoming an antiracist organization. Learn more at [pw.org](http://pw.org).

*as of September 6, 2024*