



## Online Community Manager

**Location :** Jouvence, Descente Mario, Sieme Rue, Yaoundé, Cameroon

**Type:** Full-Time

**Openings:** 1

### About Willan Technologies

Willan Technologies stands at the forefront of integrating IT solutions with a deeply rooted community ethos. With a resolute mission to unleash the power of IT onto organizations, we envision a world where every organization is enriched with the community, possessing the necessary human capital and the latest technological capabilities to elevate their operations, meet international standards, and significantly enhance their sales and revenue generation.

Headquartered at 6555 Busch Blvd, Suite 103, Columbus, OH 43229, USA, and having a vital presence at Jouvence, Descente Mario, Sieme Rue, Yaoundé, Cameroon, our reach is globally expansive, serving diverse clients across the United States, Canada, Cameroon, and beyond. Our daily operations echo our firm belief that 'Community is the best company culture.' At Willan, we don't just serve our clients; we intertwine our expertise with their goals, embedding ourselves as a crucial community backbone that amplifies their journey towards unparalleled success.

Every team member at Willan Technologies diligently works to assure that our clients, scattered around the world, not only experience unparalleled IT solutions but also witness their organizational goals coming to fruition. As we navigate through the digital era, our dedicated employees embody the spirit of community, ensuring that our clientele, regardless of geographical boundaries, experiences the robust and positive impact of tailored technological solutions.

In each project, we infuse our value of seeing organizations not just as clients but as integral community members, advocating a symbiotic relationship that propels both Willan and our clients towards a future where technology and humanity coalesce into a potent force of impactful progress and sustained growth.

### Job Description

#### Overview

Becoming an Online Community Manager at Willan Technologies situates you in a vital role within a team that diligently works towards embedding the transformative power of IT into organizations across the globe. With roots in Columbus, Ohio, and a notable presence in Cameroon, we envision empowering every organization with a robust community, enriched with human capital, and cutting-edge technological capabilities to meet international standards, augment sales, and bolster revenue.



## Purpose of the Role

As our Online Community Manager, your role will transcend traditional community management and delve into creating, nurturing, and growing our online community, which aligns with our belief that 'Community' represents the epitome of a flourishing company culture. Your strategic and operational oversight will ensure our online communities are engaged, guided, and continually enriched by our values, initiatives, and offerings.

## Primary Responsibilities

**Community Building & Management:** Develop, cultivate, and manage our online communities across various platforms, ensuring a consistent, engaging, and positive experience for all members.

**Content Creation & Management:** Generate, publish, and manage compelling content that aligns with our brand, values, and objectives, fostering an enriching environment within the community.

**Engagement:** Engage with community members by initiating and moderating conversations, answering queries, and ensuring a vibrant and supportive community atmosphere.

**Feedback Management:** Collect, analyze, and present community feedback, contributing towards product, service, and content improvements.

**Monitoring and Reporting:** Keep a pulse on community health, track engagement metrics, and provide regular updates to the marketing team and leadership.

**Crisis Management:** Proactively address and manage community challenges, conflicts, and crises, ensuring resolutions that align with our brand values.

**Collaboration:** Work closely with marketing, sales, and product teams to align community management with organizational goals and campaigns.

**Event Management:** Organize, manage, and host online events, webinars, and other community activities that provide value and enhance community spirit.

**Global Team Interaction:** Collaborate with global teams across our various locations, ensuring harmonized and coherent community experiences.

**Client Relations:** Ensure our client-first approach is woven into the community management strategy, delivering value and support to our client base within the community.

Your role as an Online Community Manager at Willan Technologies will be instrumental in not only maintaining but also growing and elevating our online communities, ensuring they reflect our values, support our clients, and contribute towards our organizational objectives.



## Minimum Qualifications

### Educational Background

Bachelor's degree in Marketing, Communications, Business Administration, or a related field.

### Professional Experience

- ✚ A minimum of 4 years of proven experience in community management, social media management, or a similar role.
- ✚ Demonstrable experience in building, nurturing, and managing online communities.

### IT Knowledge

- ✚ A solid IT background with an understanding of the technology and software solutions offered by Willan Technologies, and the ability to discuss these topics with both technical and non-technical stakeholders.
- ✚ Familiarity with IT terminologies, developments, and trends in order to relate to, and converse with, our technology-focused community.

### Language Proficiency

Exceptional communication skills in both English and French to ensure clear, concise, and engaging interactions within our multicultural community and clientele.

### Technical & Platform Knowledge

- ✚ Proficient understanding of online community platforms, social media, and community management tools.
- ✚ Basic understanding of analytics and the ability to interpret data to glean community insights.

### Community-Centric Skills

- ✚ Strong interpersonal skills with the ability to moderate both online and offline conversations with our community.
- ✚ A genuine love for and understanding of community engagement and development.





## Content Creation

- ✚ Demonstrable content creation skills, with a knack for crafting engaging, clear, and concise content that resonates with the community.
- ✚ Basic knowledge of content creation tools and platforms.

## Strategic Thinking

Ability to strategize and implement community growth and engagement initiatives that align with Willan Technologies' goals and objectives.

## Customer-Orientation

Strong customer-service orientation with the ability to address concerns and feedback within the community constructively and supportively.

## What We Offer

### Competitive Compensation

**Dynamic Salary:** We guarantee a competitive starting salary and conduct regular reviews and adjustments to ensure that our employees' compensation grows, reflecting inflation and cost-of-living changes, to ensure a sustainable and decent living standard.

### Comprehensive Benefits

**Retirement Planning:** A contributory retirement plan to secure your future.

**Paid Time Off (PTO):** Generous PTO policies to ensure work-life balance.

**Paid Holidays:** Paid public holidays to enable you to spend precious moments with your loved ones.

### Career Growth & Development

**Continuous Learning:** Opportunities for continuous learning and development, ensuring you stay abreast of industry trends and advancements.

**Career Advancement:** A clear pathway for career advancement, ensuring your growth and development within the company.



## Inclusive & Diverse Culture

**Community Focus:** As a company that prides itself on being a community backbone, you will be part of a culture that values and fosters community involvement and social responsibility.

**Diverse & Inclusive Environment:** Be part of a global team that respects and celebrates diversity, ensuring an inclusive working environment.

## Global Exposure

**Multinational Experience:** Engage with our global clientele, providing services across the United States, Canada, Cameroon, and beyond, enriching your professional experience with international exposure.

**Cross-Cultural Interaction:** Collaborate with a multicultural team, providing opportunities for cross-cultural interactions and learning.

**Global Collaboration:** Embrace the opportunity to collaborate with our teams globally, including our skilled teams in the United States and in India, enhancing your professional network and facilitating cross-border knowledge exchange.

## Supportive Work Environment

**Employee Support:** A supportive organizational structure that prioritizes employee well-being and success.

**Collaborative Atmosphere:** A work environment that fosters collaboration and collective problem-solving.

At Willan Technologies, we firmly believe that our success is intertwined with the success of our employees. We are committed to providing an environment that not only nurtures your professional growth and development but also attends to your well-being and quality of life. Become a part of Willan Technologies, where we journey together towards a future that innovates and cares.

## How to Apply

To become a part of our vibrant team, submit your application, including your resume and a cover letter, through our website ([willantech.com](http://willantech.com)) or to [careers@willantech.com](mailto:careers@willantech.com).

**Application Deadline:** Friday, November 3rd, 2023



### Contact Information

U.S. Office: 6555 Busch Blvd, Suite 103, Columbus, OH 43229

**Cameroon Office:** Jouvence, Descente Mario, 5ieme Rue, Yaoundé

Website: [www.willantech.com](http://www.willantech.com)

Willan Technologies is an equal opportunity employer, committed to fostering an inclusive, innovative, and learning environment for every member.

