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# Example of Community Operations Job Description

Our company is searching for experienced candidates for the position of community operations. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for community operations

* Estimate & own the ROI analyses of various customer-centric initiatives
* Generate and execute on ideas for exploratory analysis to shape future roadmap and provide recommendations for actions
* Contribute to development of existing staffing models (e.g., Erlang B/C models) and modify them for our needs
* Present findings to senior management to drive business and roadmap decisions
* Dig deep into product and operational issues to understand and solve for root causes of these issues
* Collaborate with cross-functional team across product, engineering, design, finance and operations
* Have the ability to learn complicated and nuanced policies, while applying them consistently over time
* Learn and apply user content policies around sensitive site issues
* Preparation, notarization and recordation of contracts, easements, memorandum and other recordable instruments
* Responsible for submitting, tracking, validating and monitoring the proper execution and notarization of all contracts presented to the General Manager or other authorized signatory

## Qualifications for community operations

* Strong self-motivation with high aptitude for team collaboration
* Willingness to work during weekend when urgent issue happened
* Work experience in customer-centric industries (ex
* High quality English and Mandarin communication skills
* Good in both written and spoken English, and excellent in Japanese
* Consultancy or Investment Banking background preferred, but not required OR