



Example of Community Operations Job Description

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Our growing company is searching for experienced candidates for the position of community operations. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for community operations

- Collaborate and interface with engineering partners to prioritize focus areas, align team resources and approach to solving issues related to spam
- Problem solve complex business and technical challenges in tackling commercial spam/scams on Facebook
- Advocate for community members (users) to improve their experience with the site and with support
- Actively engage as a member of a CO global leadership team for cross-cutting operational and people initiatives
- Represent Facebook in vendor site and channel internal Facebook culture in the site's operation and people leadership
- Provide vision and thought leadership – define north star for a world class outsourcing operations to help transform our community support experience and raise the bar continuously
- Develop, coach and mentor a high-performing globally distributed outsourcing team supporting our external partners
- Manage day-to-day service delivery of global content review operations against quality and efficiency targets in a highly dynamic environment, ensure continuous transparency on any issues that require escalation
- Influence cross-functional roadmaps and strategic investments across product, policy, process, systems, data/analytics, drive continuous improvement and step change innovation
- Collaborate with global functional leaders and cross-functional partners to develop and transition new workflows to external partners

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- Bachelor's degree or MBA in business, economics, finance or any science-related fields
 - Consulting or Investment Banking background preferred but not required
 - Experience developing and implementing tactical plans — including inspired and moderated solutions — that build and nurture online communities
 - Manage departmental performance through designated Team Leaders
 - Lead Team Leaders &/or partner with on-shore counterparts to exceed KPIs for the department and deliver great customer experience even when handling challenging situations by offering alternative solutions and enhanced products
 - Manage participation of the department in local site-wide efforts in support of engagement, skills development, & performance enhancement activities