



Community Manager – Oaxaca Collective May – November 2023

La descripción del puesto también está disponible en español. Tenga en cuenta que la fluidez en inglés es necesaria para este puesto.

[Nest](#) is proud to be a key implementing non-profit partner of the [Uplift Makers program](#), an initiative to build opportunities for creative entrepreneurs, and is in search of a part-time contract community manager to support its 2023 programming plan.

The **Uplift Makers Community Manager** will support Nest in the development and implementation of the Uplift Makers program, promoting the talents of artisans and makers located in Oaxaca, Mexico, to bolster their e-commerce presence. The focus is on fostering an ecosystem of support for members of the Uplift Makers program, providing them with ongoing targeted technical training and resources, so program participants have greater opportunities to generate income and establish independence for themselves and their families.

As part of Nest's Learning & Development team, this contracted role will collaborate directly with artisan and maker businesses and will be responsible for supporting artisans and makers in the successful creation and independent management of their own online shops through facilitating recruitment efforts, inspiring engagement with programming, fostering peer-relationships, and data collection for impact monitoring. Providing resources and support to artisan businesses to ensure successful implementation of programs and financial impact will be core to the success of this new position.

The Uplift Makers Community Manager will report to Nest's Director of Market Access & Sourcing, and will work cross-functionally within Nest to achieve these goals.

Responsibilities include but are not limited to:

RESEARCH AND RECRUITMENT

- Outreach and recruit 18-20 makers and artisans for the program (through festivals, fairs, markets, community groups etc.), facilitating and collecting applications to identify best fit makers
- Schedule informational calls and/or meetings with interested entrepreneurs, ensuring their understanding and program fit
- Present a final list of program candidates and facilitate confirmation of participating makers
- Share and collect all program permissions documents with confirmed makers
- Provide recommendations or research for mentor candidates

ONBOARDING WORKSHOPS

- Be the primary point of contact for all participating entrepreneurs throughout shop development, including troubleshooting and answering technical questions

- Cultivate relationships with all participants, establish and practice best forms of communication (in-person meetings, phone calls, video calls, text, etc.) to meet individual needs; ensure all entrepreneurs are connected and supported throughout the development process
- Become proficient with managing a business online
- Organize, plan and support up to 5 training workshops for entrepreneurs to independently manage their own online stores
- Facilitate the marketplace preparation and onboarding process as listed above for entrepreneurs accommodating various levels of engagement and support needed for each individual
- Communicate all deadlines, updates, and announcements to participating entrepreneurs regularly
- Oversee the deliverables and timeline necessary for the launch

DATA AND IMPACT COLLECTION

- Disseminate a well-being survey to all participating makers prior to the launch ensuring completion of the survey
- Disseminate a follow up well-being survey 6 months post launch to same participants ensuring completion of the survey
- Collect and organize survey data and qualitative responses

MARKETING AND COMMUNICATIONS

- Organize and coordinate the collection and approval of storytelling assets from entrepreneurs
- Support with administrative coordination, including outreach, approvals, contracts, and distribution on an as-needs basis

CROSS-FUNCTIONAL TEAMWORK

- Attend and contribute to regular meetings with the Nest team with updates, feedback, roadblocks, and barriers, and work creatively to articulate solutions to foster collaborative team information sharing and project growth
- Share resources, materials, recommendations, introductions, and other helpful information with Nest team throughout the project
- Establish relationships with community organizations, local support services, photographers, and other local resources in support of successful onboarding and sustainable business growth of entrepreneurs
- Serve as an ambassador for Nest

The ideal candidate should:

- Be fluent in Spanish and English (written and spoken)
- Be familiar with online business management
- Have a passion and knowledge for local crafts techniques and/or the craft or maker communities in Mexico
- Have experience with community organizing and facilitating training workshops
- Have experience in project management including timeline management, meeting coordination, etc.
- Be knowledgeable about research, data collection and cultural sensitivities

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APPLICATION

This is a part-time contract with a salary of \$17,500 from May - November 2023. To apply, please fill out this [application form](#).

For any questions, please contact Amanda Lee, Nest's Director of Market Access & Sourcing at amanda@buildanest.org

**[Nest](#) is a non-profit supporting the responsible growth and creative engagement of the artisan and maker economy to build a world of greater gender equity and economic inclusion. For 15 years, Nest has been supporting creative communities with both educational resources and market access opportunities as means to increase craft-based income and preserve cultural traditions of craft.*

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