

“EDF Connect” Online Community Manager

ORGANIZATIONAL OVERVIEW

The Elizabeth Dole Foundation (EDF) is a leading national organization empowering, supporting, and honoring America’s 14.3 million military caregivers—the spouses, parents, family members, and friends who care for our nation’s wounded, ill, or injured veterans. Founded in 2012, EDF takes a comprehensive approach in its advocacy, working with leaders in the public, private, nonprofit and faith communities to recognize military caregivers’ service and promote their well-being. Its mission and goal is to empower military and veteran caregivers, their families, and their communities through programs, partnerships, and advocacy that drive innovative, impactful, and sustainable solutions.

POSITION PURPOSE

The Elizabeth Dole Foundation is seeking an “EDF Connect” Online Community Manager with expertise in online community growth and management. This role will serve as the primary point of contact between EDF and military and veteran caregivers within our virtual community, which is a vital hub of connection, information sharing, and peer support for caregivers across the country.

The Community Manager will lead the build-out and migration of our online community from Facebook to our new MightyPro platform and be responsible for day-to-day community engagement, community moderation, creating compelling content, responding to member needs, and supporting the implementation of broader online caregiver engagement strategies. The person who assumes this role will work closely with the Vice President of Government Affairs and Community Engagement, the Director of Caregiver Engagement, and EDF’s Communications and Programs Teams to ensure that messaging is aligned, caregivers are heard, and the online environment remains inclusive and supportive.

EDF is open to hiring this as a hybrid or remote position (with occasional travel 5-10%). Travel would be primarily to Washington D.C. for in-person events and meetings. To apply, please submit a cover letter and resume to apply@elizabethdolefoundation.org with the subject line: “Online Community Manager – [Your Name].” This position will close on Friday, November 14th or once EDF has received 200 qualified applications, whichever happens first.

PRIMARY RESPONSIBILITIES

Program Management:

- Serve as the official liaison between the Foundation and members of the EDF Connect Caregiver Community
 - Welcome new members and ensure they are properly vetted in accordance with the caregiver verification process in Salesforce.
 - Interface with existing members to provide support and connect individuals to resources.
 - Moderate forums to ensure adherence to community standards.
 - Manage and train caregiver moderators to ensure members stay in compliance with community standards.
- Develop original and engaging member content for posts to encourage discussions, peer support, resource-sharing, etc.

- Provide critical Foundation, legislation/policy updates, caregiver resources, and relevant information to members via posts and comments.
- Respond to messages and emails from caregivers in a timely manner during EDF business hours (after hours/weekends on an “as needed” basis).
- Host virtual events and webinars related to caregiver interests and topics.
- Submit monthly written reports on activity and engagement.
- Participate in training, conferences, and caregiver fellow enrichment calls.
- Provide on-site support for Dole Caregiver Fellows and caregivers at annual events.
- Perform other duties as assigned.

MightyPro Platform Build-Out and Migration:

- Design and build interactive content and features for the new MightyPro platform, ensuring a smooth transition as it becomes the primary hub for the EDF Connect Caregiver Community.
- Initiate and oversee the process of transferring our current group from Facebook to the new MightyPro platform.
- Coordinate with the Programs and Development teams on resource offerings and opportunities to create a centralized, user-friendly hub for caregivers.
- Work with the Director of Data and Technology to integrate systems and streamline operations through process automation.
- Deploy community growth strategies to increase EDF Connect membership and engagement.
- Collect and analyze data to identify caregiver needs and make updates to the online platform’s content and features, as needed.

REQUIRED EDUCATION, EXPERIENCE & SKILLS:

- Bachelor's Degree in the areas of social work, public health, human services, or related field preferred; equivalent combination of education and relevant experience will be considered.
- 3-5 years of relevant experience including a minimum of 2 years’ experience as an online group administrator or community manager.
- Caregiving experience and familiarity with the military and veteran community is strongly preferred.
- Excellent written and verbal communication, facilitation, and relationship-building skills.
- Experience with strategic community migration and growth implementation.
- Demonstrated tech-savviness with experience in IT systems and data management, including comfort with learning new platforms and tools. (Experience with Mighty-Pro platform, Salesforce, and Zoom.)
- Strong project management, online community engagement, and customer service skills.
- Self-motivated, detail-oriented, and able to manage tasks independently.
- Committed to EDF’s dedication to uplifting caregivers through compassion and connection.

COMPENSATION AND BENEFITS

EDF's compensation strategy is based on equity and transparency. When determining salary offers, the candidate's directly applicable experience will be taken into consideration as well as internal equity within the range. This is a full-time position with a starting pay range between \$65,000 – \$75,000 annually.

Benefits offered include generous company contributions towards medical insurance, company-paid dental and vision insurance, company-paid life insurance and short- and long-term disability, paid time off including paid holidays and paid parental leave. We also offer a retirement plan with an automatic company match, and the option to contribute towards a Flexible Savings Account for eligible medical, dependent care, parking and transit expenses.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Ability to work remotely from home and within an office environment and have significant interaction via telephone, videoconference, IM, and email with EDF's national team.
- Ability to work occasional evenings and weekends, possible occasional travel, about 5-10%.

Persons with mental or physical disabilities as defined by the Americans With Disabilities Act are eligible for this position as long as they can perform the essential functions of the job after reasonable accommodations are made to their known limitations. If the accommodation cannot be made because it would cause the employer undue hardship, such persons may not be eligible for this position.

The Elizabeth Dole Foundation provides equal employment opportunity to all employees and applicants for employment. We prohibit discrimination and harassment of any type without regard to race, color, genetic information, religion, creed, national origin, sex (including pregnancy, childbirth, or related medical conditions), age, marital status, citizenship status, personal appearance, sexual orientation, gender identity or expression, family responsibilities, disability status, protected veteran status, or any other characteristic protected under applicable federal, state, or local law.