

COMMUNITY MANAGER

LOCATION: APAC

ABOUT US

Launched in 2014 Covidence is a world leading SAAS platform that enables health and science research teams to rapidly synthesise and uncover actionable insights from the mountains of existing research in the world.

Our mission is to dramatically improve lives by changing the way the world creates and uses knowledge.

Find out more about Covidence by visiting: www.covidence.org/careers-covidence

WHAT YOU BRING

Our ideal candidate is one who loves to make a difference. Is a self-starter and pitches in and enjoys working with a global team and embodies our values:

One team – Find a way – Honour Knowledge

Key responsibilities:

- Support the development of the Covidence user community, by designing, implementing, and evaluating user support activities; these include managing support requests, onboarding user journeys, providing retention programs, and other user interactions.
- Support delivery of the Covidence account management program, engaging effectively with major institutional customers and individual users.
- Develop and maintain user support resources, including the Covidence knowledge base and other online text and video materials.
- Support the development of the Covidence community through online interaction in forums and social media.
- Build and support the Covidence community through organisational engagement, presentations, workshops, and networking.
- Communicate user and community needs to the Covidence strategy and software development teams.
- Contribute to associated systematic review innovation and research projects.

Other desirable skills and demonstrable experience include:

- Experience supporting and/or training systematic review authors.
- Experience conducting systematic reviews, Cochrane Reviews and/or Health Technology Assessments.
- Experience in the use of new technologies, particularly if related to evidence synthesis/systematic review. Even better if this includes the use of Covidence.
- Experience in online community development and/or user support.
- Experience in customer service.

THE OPPORTUNITY

We are seeking to grow our global user engagement and support team with a Community Manager based in APAC.

- Genuine global impact. No corporate spin here, social impact is the focus of everything we do. As part of Covidence your impact will be felt around the world.
- Collaborate with researchers around the world to build new ways of making sense of research data and transforming the impact that research can have on people and society.
- Be part of the front line supporting our community as they complete their systematic reviews using Covidence.
- Act as a voice of our user community within Covidence, contributing insight to our product team as we improve their experience using Covidence.
- Provide support and care to our major institutional accounts across the world.
- Join a team of really lovely people, scattered around the world.
- Salary range AUD\$60,000 – \$80,000 full time base salary (or paid pro rata for part-time)

To excel as a Community Manager, you will have excellent interpersonal skills, strong written and verbal communication skills, and be highly organised with proven ability to appropriately prioritise tasks and deliver on time in a busy environment.

You will have demonstrated capacity to work independently and with others in a globally distributed team. And importantly, you'll have proven ability working with online technologies and social media.

YOU GET TO:

- As a knowledgeable systematic reviewer, research administrator, or information scientist, you will engage with our reviewers and account administrators to encourage and support their engagement with Covidence.
- You will work to understand user needs, support users in their experience using Covidence, manage major institutional accounts, and contribute insights to the design and development of Covidence.
- Working with researchers from around the world, you will collaborate to build a new way of making sense of research data, transforming the impact that research can have on health and wellbeing.

THE PERKS & BENEFITS

We offer:

- competitive salaries relevant to your experience level
- remote team so you can live and work anywhere as long as you can offer a 4 hour workday crossover with the AEST timezone
- work week flexibility – FT, PT or explore a flexible arrangement with us that best suits you
- 4 weeks paid leave, and extra paid week off between Christmas and New Years and the option to purchase 3 more weeks pro rata
- access to wellbeing services & programs
- a knowledge allowance so you keep learning and developing
- monthly home allowance to set up and run home office

When you join Covidence you are joining a team that cares deeply for what we can build and achieve together. If you are ready to be more than just a cog in the machine; if you are smart, curious, want to create change, and are not scared of getting your hands dirty to make it happen – then this is the place for you.

APPLY