



pharmapod™

[www.pharmapodhq.com](http://www.pharmapodhq.com)

## **Community Manager & Office Administration Role**

Pharmapod Ltd is looking to recruit a Community Manager to serve as the point of contact for all customer engagement across multiple platforms. The role will also involve operations and office administration. Candidates with a strong track record in marketing or project management are ideal.

### **Key Responsibilities:**

#### **Community Management (70%)**

- The Community Manager is responsible for managing customer relationships through their whole lifecycle, from initial onboarding through to retention of customers by active engagement on a regular basis.
- Assist with creation, conception, and presentation of social media content and integrated marketing campaigns (e.g. videos and tutorials).
- Create and share appropriate content (e.g. blog posts) for Pharmapod target audience through Twitter and LinkedIn.
- Communicate with customers through our platform on their activity levels (e.g. through Intercom) and on all updates to the Pharmapod platform, and monitor metrics to gain sharable insights.
- Tracking of Google Analytics to obtain website activity and behavior
- User Acceptance Testing of new features and functionality requested by customers
- Develop and implement plans that build and nurture our online community
- Engage with key influencers and industry groups, both online and offline
- Share customer feedback on our platform with management and the tech team through Trello, for example.
- Weekly reporting on customer engagement and customer activity.

## **Officer Administration (30%)**

- First point of contact with visitors
- Prepares for weekly team meetings; agenda, minutes and action points for dissemination to the team
- Monitors office operations, e.g. scheduled document shredding, office cleaning
- Schedules appointments and meetings for the team
- Planning and bookings for attendance at national and international conferences and travel itineraries, e.g. flights and hotels.
- Serves as the go-to for office inquiries
- Manage staff schedules and holiday calendar
- Tracks office supply inventory, e.g. postage, stationary and printing requirements
- Other office administration as it arises

## **Requirements**

- Excellent oral and written communication skills
- Detail oriented and works with a high degree of accuracy
- Highly organized and flexible
- Ability to multitask and meet changing deadlines
- Must be a creative and agile thinker with a positive, can do attitude
- Must be self-directed and able to complete projects with limited supervision
- Maintains staff confidentiality
- Working knowledge of email, scheduling, spreadsheets and presentation software

## **Qualifications:**

- 2 to 3 years of experience managing social media platforms or communities for companies
- Undergraduate degree in communications, marketing, advertising, public relations, media studies, business and/or related fields.

## **About Pharmapod**

Pharmapod's Global Incident Reporting and Learning System (GRLS) is an innovative cloud-based software designed to drive standards of patient safety across the

healthcare systems worldwide. Pharmapod has developed an award winning technology and team and is supported by key opinion leaders in the sector.

If you have an entrepreneurial spirit, get excited about finding smarter ways to do things, and have a burning desire to be part of a winning team where you can truly make a difference, we want to meet you!