



## ISV Community Associate

**FTE Contract Position (14 Month, Parental Leave Cover)**

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### Job Description

Spring empowers high-growth founders to change the world through entrepreneurship. Based in Vancouver, Canada, we are a global incubator, accelerator, and advisory firm that helps impact entrepreneurs and entrepreneurial ecosystem builders thrive. Our services span from advisory work to a full range of innovation programs, including business resilience, incubation, acceleration, funding & investor training, as well as workshops & events. Spring is a proud member of 1% for the Planet, a Certified B Corp member and we're intentionally focused on the UN Sustainability Goals.

Being a Community Associate at Spring is all about empowering people and building supportive and meaningful relationships. Our Community Associate is relationship-oriented and data-driven. They recognize that communities require nurturing, engagement, and delight.

As a Community Associate, you would be responsible for three key communities:

1. The Impact Springboard community
2. Spring's ISV alumni & current program participants
3. Spring's network of ISV mentors and speakers

The Community Associate also helps ensure that all of our systems are running smoothly; while also, providing insights to the ISV team, collecting content for the marketing team and supporting our ISV impact measurement process (capturing alumni success).

This role requires someone with entrepreneurial experience who is passionate about helping immigrants thrive in Canada. If you are an active listening, empathetic team player, who is passionate about building connections and helping entrepreneurs and your team alike, to achieve their goals while balancing personal and corporate objectives to maximize impact - this role is for you.

**Your responsibilities include:**

**Community Connection Strategy & Implementation:**

- Build and implement engagement strategies to build and strengthen relationships with

# Spring

- the wider community through our Community Platform Engagement (Slack & LinkedIn)
- Build and implement an engagement strategy to build and strengthen relationships with the wider community through designing and managing events for the ISV Community (welcoming events and semester events)
- Build resources and processes for all the community associate touchpoints during the cohorts (welcome video, first session, last session & others)
- Implement and oversee activities related to touchpoints during the cohorts (welcome video, first session, last session & others)
- Build resources and processes for Meeting Alumni to explore future support pathways and connections
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- Build resources and processes for Speaker & mentor & entrepreneur appreciation. Building lists for using speaker/mentor lists on HS effectively
- Organise in-person community events in Vancouver and Toronto as needed

## **Mentor (EiR) Program Strategy & Execution**

- Lead our mentor program from strategy to execution, in relation to:
  - Strategy development
  - Sourcing mentors
  - Introduction to mentees
  - Check-ins with the mentor and mentee over email/call

## **Impact Measurement & Management**

- Administer half-yearly ISV Alumni surveys
- Provide insights and info for the ISV team to better design and develop the programs, curriculums and solutions.
- Work with the team to ensure our Alumni community database is current
- Capture alumni success stories and elevate them with help of our marketing and community team

## **We are a match if you are:**

- Passionate about the impact and making the world better than it is today
- Relationship-oriented with great communication skills
- Experienced with HubSpot, Notion, Slack, and GSuite
- Culturally sensitive and have previous experience working with immigrants
- Able to meet deadlines and manage competing priorities according to changing demands
- Energized by connecting with and supporting people from diverse backgrounds

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- A proactive and creative problem solver
- Based in Toronto, ON or Vancouver, BC

## **Compensation Package**

- This is a full-time temporary position with a salary of \$70,000
- Spring's Benefits Package:
  - 15 days of vacation time is accrued based on hours worked over a year
  - 5 personal health days
  - 11 BC holidays.
  - We also provide additional days off between Christmas and New Years holidays
  - Annual health care stipend of \$1,000 prorated for part-time and for months worked in the year - which takes effect after a 3-month probationary period
  - Work flexibility and remote work
  - Work with a people-focused, values-based organization dedicated to global impact

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