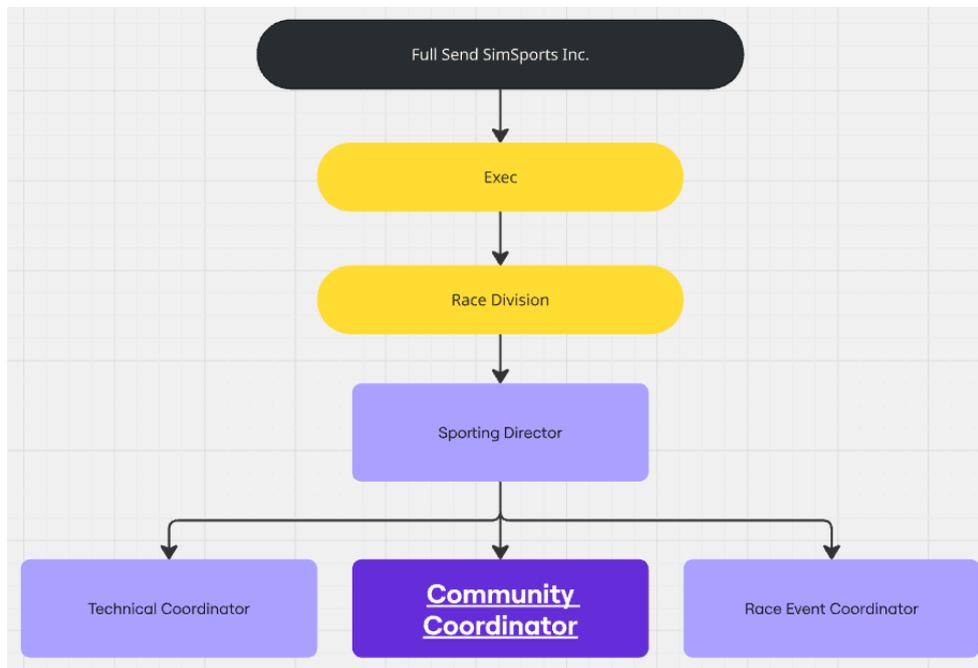# Community Coordinator

Role Purpose:

To manage the membership lifecycle and maintain a positive, organized environment within the team's member digital spaces. They are Full Send's culture keeper and member advocate— making sure people feel welcomed, supported, and connected from the moment they apply to day-to-day life in Discord.

Organisation Chart View

Key Responsibilities:

- **User Onboarding:** Manages the application process for new drivers and ensures they are properly integrated into the Discord and team culture.
- **Discord User Experience:** Provides support to members on how to navigate and use our discord. Evaluates the discord user experience, takes feedback and drives suggestions on roles, channels and other changes that would improve it.
- **Member Relations:** Acts as a point of contact for all member feedback and monitors the general "health" of the team environment.
- **User Website and Tools Experience:** Evaluates how our community is using our tools and website and makes recommendations on how we can better serve everyone.
- **Consult about New Recruits and Member Behaviour:** Works with the Sporting Director to identify potential recruits and escalates any significant behavioral or disciplinary issues.

Reporting & Collaboration:

- Reports to the Sporting Director

Supervises/Manages:

- Community Moderators