

Customer Success and Support Track Lead

Reports to Programming Strategist

About Startup Boston

Startup Boston is an organization working to connect, educate and celebrate the startup community. We are an all-volunteer team creating events and content *for* the startup community *by* the startup community.

Job Overview

The Customer Success and Support Track Lead is a dynamic, external-facing role on the Programming team that recruits potential speakers for the customer success and support track for Startup Boston Week. The ideal candidate enjoys networking online and offline, and can articulately deliver the value proposition of *why* people should donate their time to Startup Boston as opposed to another organization.

This candidate will also be creating the events for the Customer Success and Support Track. You will decide the subject matter, the format of the event, and brainstorm potential questions that can be tackled by each speaker. This is a highly collaborative role both internally and externally, and you should enjoy collaborating with others on deliverables.

As a critical member of the Programming team, the Customer Success and Support Track Lead is a volunteer role that provides experiences similar to a Learning and Development Specialist, Recruiter, or Event Specialist..

Responsibilities and Duties

- Recruits, trains, and manages virtual and in-person speakers for Startup Boston Week.
- Serves as point-of-contact for Startup Boston Week Speakers
- Determines the subject matter, event format, and brainstorms potential questions for speakers. Use your imagination and be creative!
- Acts as a culture ambassador, positively promoting the organization both online and offline
- Supports Startup Boston volunteer team with additional projects as needed

Qualifications

- Time commitment of 3 to 5 hours per week to focus on organization deliverables
- 1-2 years of event planning experience, large scale hybrid events a plus
- Outgoing and personable. You'll be publicly representing the organization to potential speakers and articulating *why* they should donate their time to Startup Boston Week
- Problem solver with a bias towards action
- Ideal candidates can be physically available to be onsite at some point during Startup Boston Week