



WHERE NO STARTUP STANDS ALONE

Position Description

Community Success Manager

We think you'll like it here.

Overview of GAN

What does working at GAN look like?

Creating a culture of happy colleagues is part of GAN's DNA. We want our team to love what they're doing while working at a place that's growing and moving quickly. Benefits at GAN are a reflection of what matters most: You. We hire based on values and entrepreneurial spirit. Because of this, we have a smart team who has fun, cares for one another, and gets a lot done. You'll be joining a team of hard-working, happy, and humble people.

What is GAN?

GAN is a highly-curated community of independent accelerators, partners, and investors. We're obsessed with helping startups all over the world succeed, which is why GAN's mission is to give startups the power to create and grow their businesses, wherever they call home. Our community has helped more than 13,000 companies receive over \$5.3B USD in funding and create more than 26,700 jobs globally.

GAN started in 2010 when Brad Feld and David Cohen—the two co-founders of Techstars—had the idea to connect the top mentorship-driven, seed-stage accelerators around the world. Alongside the White House's *Startup America Initiative*, GAN was launched to align those accelerators and create a community and model for their success. Today, GAN is an independently-operated organization with more than 120 of the world's best accelerators in our community, running programs in 120+ cities all over the world. GAN Ventures is our investment arm, making seed-stage investments in startups across the globe. And, we have built two parallel communities—GAN Partners, a group of engaged corporate partners that are seeking to build meaningful relationships with GAN Startups everywhere and the Global Startup Studio Network (GSSN,) a growing community of startup studios that spans four continents.

What are GAN's Values?

- **Humanity:** Create environments where people are empowered to fulfill who they set out to be.
- **Service:** Exhibit a level of selflessness that makes people question our sainthood.
- **Integrity:** Deliver what we say we'll deliver, and be honest early and often when we face challenges.
- **Action:** Get stuff done. Continually grow and evolve based on the needs of our community and work to proactively know those needs.
- **Celebration:** Pop a cork when people reach greater heights. Getting stuff done doesn't mean you have to be boring.
- **Drive:** A deep determination to do whatever is appropriately necessary to support our clients, colleagues, and ourselves.



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Position Description, Cont'd

Overview of GAN's Community Success Manager Role

The Community Success Manager will report to GAN's Director of Community and Partner Success. In this role you will have end-to end responsibility for overseeing and managing the customer relationship with GAN's accelerator members. Your primary responsibilities will be to serve as the key point of contact for our global community of accelerator members, working to understand each member's objectives, serve their needs, foster relationship and community building through meaningful touch points and events, and maintain accurate data and reporting, with the goal of retaining the accelerator as a member within the GAN network.

Responsibilities

- Complete check-in and review calls with members
- Gather, track, and maintain member data in order to keep GAN's internal and external platforms and tools, including Hubspot (CRM) and Insight, up-to-date and accurate
- Manage and oversee the membership renewal process, including forecasting renewal revenue, ensuring renewal invoices are sent, and receiving timely payment
- Provide and connect members with the resources and benefits associated with their membership
- Support content development to ensure GAN accelerators and startups are provided with the most relevant best practices, templates, and product descriptions - this includes periodic review of resources on the platform to ensure all pages are well maintained and remain relevant for users
- Facilitate member connections and introductions to others within the community
- Respond promptly to member inquiries and needs on an ad hoc basis
- Work closely with Event Coordinator for virtual & in person events for the accelerator community
- Help manage member communications, including monthly newsletters and roundtable calls
- Coordinate and manage the onboarding and offboarding of accelerator members and their staff
- Gather and track accelerator cohort program info, including application dates, cohort start/end dates, and demo day dates
- Coordinate and manage the onboarding process for accelerator founders, including the accurate collection of all founder data
- Help maintain user accounts on Insight including adding new accelerator staff, new startups, and troubleshooting any account access bugs on the platform
- Work closely with GAN's Marketing and Communications Team to ensure accelerator programs and news are promoted via various media channels
- Work closely with the Community Success Ops Team for virtual and in-person events for the member community
- Track internal KPIs and metrics associated with management of accelerator members



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Position Description, Cont'd

Minimum Qualifications

- You have a Bachelor's Degree or equivalent work experience
- You have excellent verbal and written communication skills
- You are impeccably organized and detail-oriented, and process oriented
- You are process-oriented and have the ability to successfully manage multi-step processes and track follow up tasks
- You have the ability to work autonomously and proactively, as well as work alongside a team
- You are proficient with the use of Microsoft Office suite and Google suite of tools
- You care about people and want to be part of a unique team that supports one another
- You find a way to weave the word "grapefruit" into your email (see below), showing your capacity to pick up on details.
- You embody GAN's values (see Page 1).
- You have an above-average sense of humor.

Preferred Qualifications

- 3+ years of customer success and/or account management and/or customer relationship management experience
- Experience organizing and prioritizing a large number of daily tasks while simultaneously working towards completion of long-term projects
- Familiarity with the accelerator model and interest to support technology startups around the globe
- High level of emotional intelligence

Compensation

Total compensation for this role is between \$55,000 and \$80,000 based on experience, and is made up of a base salary, commission, and bonus.

GAN is an Equal Employment Opportunity employer. All qualified applicants/employees will receive consideration for employment without regard to that individual's age, race, color, religion or creed, national origin or ancestry, sex (including pregnancy), sexual orientation, gender, gender identity, physical or mental disability, veteran status, genetic information, ethnicity, citizenship, or any other characteristic protected by law.

GAN is committed to being an Equal Employment Opportunity Employer and offers opportunities to all job seekers including any job seeker with a disability. If you need a reasonable accommodation to assist with your job search or application for employment, please contact us by sending an email to hello@gan.co.



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Position Description, Cont'd

To Apply

Please send your resume and LinkedIn profile to jobs@gan.co on or before March 31, 2021. Instead of a traditional cover letter, we ask that you answer the following questions in a concise email—as if you're writing to a sales prospect:

- How did you hear about this position?
- Why did you choose to apply to GAN over other companies, and what about working here interests you the most?
- What's something you strongly believe that most people disagree with?
- What makes you unique in 150 characters or less?

Unfortunately, candidates with incomplete applications won't be considered for this role.



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GAN Benefits Overview

Great insurance: A top-tier insurance plan where the company pays for 100% of your health, vision and dental plan along with a Flexible Spending Account where you can set aside pre-tax money for out-of-pocket medical expenses.

Cell Phone, Parking, & Public Transportation Reimbursement: We'll reimburse you for your cell phone, and any parking or public transportation-related costs (paying for an EcoPass).

Snacks: An allowance for coffee and snacks from any coffee shop while you're working.

Matching Donations: When you donate money to a qualified charity, GAN will make a matching gift to that charity on your behalf, up to \$500.

Fitness Allowance: Use up to a \$50 per month fitness allowance for your gym membership, yoga studio membership, or whatever activity you do to stay healthy.

Professional Development: Admission and travel costs paid for professional development opportunities, industry meetings, and events.

Time Off: We have a generous PTO policy, time off for all major holidays, and up to three days off to volunteer in your community every year.

Remote Work: Work one day a week from wherever you want. Whether it's the mountains, your house, a hut...it doesn't matter.

Sabbatical: Every three years, employees are granted a one-month-long paid sabbatical.

Parental Leave: Maternity and paternity leave for new parents.

Job Costs: We pay 100% of the costs for the hardware/software you need to do your job.

A "Holiday Holiday": We shut down the office every year from Christmas Eve through New Years Day for you to enjoy time with your family or friends.

Reasonable Work Hours: And while this isn't a formal benefit, we encourage 40-hour work weeks. The startup industry often asks people for regular 60+ hour weeks and regular pushes on weekends. We don't want people working more than 40 hours a week in any sustained fashion. In a crisis or if we have a big project, we may require very short-term, extended hours, but otherwise, we strongly encourage working 40 hours a week and getting eight hours of sleep a night.