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Shanghai Mamas Job Description

WECHAT GROUP OWNERS

Shanghai Mamas has a growing directory of WeChat groups for a variety of topics related to international families living in Shanghai. In order to protect our brand and encourage fun/inviting and respectful group discussions, we are seeking volunteers to administer Shanghai Mamas-owned WeChat groups.

Shanghai Mamas is a diverse community that encourages thriving international families in Shanghai, China. Many parents cite Shanghai Mamas as their key source to find their niche in the city, make lifelong friends, and manage the day to day confusion of living and parenting in Shanghai. With over 5,000 members from all over the world, **we rely on committed employees and volunteers to manage the many tasks involved in running a community-based, sustainable organization.**

Online and offline, our members connect daily for peer-to-peer recommendations, advice, and community. On WeChat, we manage neighborhood-specific parent groups, interest-based groups, and activity organizing groups (e.g., spa outings group, Moms Nights Out, and monthly book club). In addition to our signature weekly parent coffee mornings around the city, we host regular events, such as educational talks, holiday parties, charity fundraisers, and family meet-ups. **All of this is only possible because of the dedicated team members who invest their time, energy, and talent into supporting their neighbors!**

Supervisor: Volunteer Manager

Category: Volunteer

Hours per week: 6–7

Requirements

- Active WeChat engagement and monitoring
- Strong written English and passion to connect with the international community in Shanghai
- Knowledge of Shanghai Mama brand/ethos and community
- Proactive to enforce guidelines of group
- Open, engaging and welcoming attitude

Responsibilities

- Understand and adapt standard Shanghai Mama WeChat guidelines and group title for specified topic
- Repost to group as and when needed to ensure group members understand purpose and guidelines for the group
- Active monitoring and engagement within group chat

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- Ensure official Shanghai Mamas WeChat contact (ShanghaiMamasOrg) is added to group (so that main account can add others to group). Periodically share Shanghai Mamas official account to group so that group members can be kept abreast of current events/articles from the community
- Liaise with Shanghai Mamas committee/WeChat admin group to feedback on any updates to guidelines, suggestions for improvement and/or new groups to be added to ShMamas
- Help to promote any Shanghai Mamas content within Shanghai Mama WeChat groups (i.e., updated coffee morning flyers, events, articles, etc.)
- Regular group "clean up" (minimum once a year or whenever group approaches 500 members)

To apply, please send your CV and a cover letter to shmamas@gmail.com.

On a career break? Keep your skills fresh whether you've taken a break from formal employment or are working in a different field. Get professional experience in Shanghai's largest international parent community to add to your CV!

Working "Mama"? Learn a new skillset or deepen your knowledge in a supportive environment. Use your talents and free time to grow, contribute, and build your community.

Find your people! Shanghai Mamas has volunteers and staff from across the city with diverse backgrounds. Make friends and expand your network while working together to keep Shanghai Mamas strong.

Make a difference! Over 5,000 families turn to Shanghai Mamas for genuine advice, resources, and community. Many parents credit their smooth(er) entries into the city with the support they received from Shanghai Mamas, which is only possible thanks to the volunteers who keep things running!