

SW:S Community Coordinator

SongwritingWith:Soldiers | Nashville, TN | \$65,000–\$70,000

About SongwritingWith:Soldiers

SongwritingWith:Soldiers transforms lives through collaborative songwriting, creating spaces where veterans can express their experiences, heal from trauma, and forge meaningful connections. Since 2012, we've paired service members with professional songwriters to craft songs about their military experiences and the challenges of returning home. Our work extends beyond songwriting through creative composition workshops, ongoing creativity coaching, and peer support networks that serve hundreds of veterans and military families nationwide.

Position Overview

The SW:S Community Coordinator plays a vital role in strengthening relationships and engagement between SongwritingWith:Soldiers and the veteran community. This position supports long-term connection, responsiveness, and trust with participants and alumni through proactive outreach, alumni engagement, community events, resource coordination, recruiting and partnership development. You'll be the one who knows what our community needs, curates content that speaks directly to them and fosters the connections that keep them coming back. The Community Coordinator ensures that SW:S and its mission are consistently represented with care and professionalism while building bridges between veterans, their families, and the broader community.

Primary Responsibilities

Participant & Alumni Engagement

- Respond to participant and alumni inquiries, concerns, and complaints in a proactive, compassionate manner; escalate issues to the Director of Programs as needed
- Monitor member activity and behavior on digital platforms, identifying opportunities to increase participation and connection.
- Post discussion prompts, polls, and updates to encourage interaction among members.
- Serve as the primary "go-to" resource for members, answering questions, guiding them to resources, and ensuring a welcoming and supportive community environment.
- Test and refine community engagement strategies to strengthen participation rates and foster deeper connections.

Communication, Content, & Insights:

- Communicate regularly with participants, alumni, volunteers, and stakeholders to gather feedback and share relevant updates
- Collaborate with our the wider program and advancement teams to write, edit, and publish content on our alumni app that sparks discussion, shares knowledge, and supports member learning journeys
- Collect and retain testimonials, sharing them with internal teams and recommending for use in marketing and communications.
- Track and analyze community engagement trends, providing regular reports and insights.
- Recommend and implement communication workflows that boost member experience and efficiency.
- Maintain accurate records of outreach efforts and prepare summaries to guide program planning and reporting.
- Contribute to newsletter articles and other outreach materials upon request.

Resource Development & Partnerships

- Research and identify resources to increase SW:S's capacity to support veteran alumni and their families
- Build and maintain partnerships with organizations that benefit SW:S participants and mission
- Update and maintain the online resource library regularly

- Provide supporting documentation for grants received through partnerships

Program & Event Support

- Support the Director of Programs in retreat planning and other programmatic efforts including organizing and leading regional community events—both in-person and virtual—to foster camaraderie, information-sharing, and ongoing support
- Support virtual learning opportunities by helping design and execute community engagement-focused sessions.
- Bring feedback and ideas from the community into programming design to ensure relevance and impact.
- Travel monthly as needed for retreats, community events, and partner meetings
- Represent SW:S at public events and partner functions as needed
- Contribute to annual planning and manage a modest program budget

Qualifications

Required

- Bachelor's degree or equivalent professional experience in community management, digital marketing, communications, alumni relations, or a related field.
- 3-5 years of specialized experience in online community management, content marketing, or digital engagement, with a proven track record in alumni or member outreach.
- Excellent writing and communication skills with a knack for storytelling, audience engagement, and maintaining a consistent brand voice.
- Strong relationship-building skills across diverse backgrounds and a genuine passion for creating spaces where community members can thrive.
- Compassionate, responsive approach to problem-solving and conflict resolution.
- Ability to coordinate across regions and manage tasks independently
- High degree of organization and a proactive approach to work, with the ability to juggle multiple community initiatives and priorities independently.

- Proficiency with communication tools, CRM systems, and standard office software.
- Team-oriented mindset with ability to collaborate effectively across the organization

Preferred

- Experience working with veterans, military families, or trauma-informed populations
- Background in community organizing, event coordination, or alumni relations
- Familiarity with nonprofit operations and grant reporting
- Proficiency with using [ASANA](#), [Ciricle](#), and all Google Suite functions

Physical Demands & Work Environment

This position is based in our Nashville, TN office with regular travel (monthly) for retreats, events, and partner meetings. The role requires the ability to sit, stand, walk, speak, and hear; extensive computer use; and occasional lifting/moving up to 20 pounds. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential functions.

To Apply

Please submit your resume and a brief cover letter describing your interest in supporting the veteran community through SongwritingWith:Soldiers to [contact email]. Applications will be reviewed on a rolling basis.

SongwritingWith:Soldiers is an equal opportunity employer committed to building a diverse and inclusive team. We encourage applications from veterans, military family members, and individuals from all backgrounds who share our commitment to serving those who have served.

Disclaimer: The above statements describe the general nature and level of work being performed. They are not an exhaustive list of all responsibilities, duties, and skills required. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.