



**THE
HANOVER
HUB** —————

WHERE WORK, COMMUNITY, AND OPPORTUNITY CONNECT.

MARKETING AND SOCIAL MEDIA INTERN

OFFICIAL POSITION DESCRIPTION

Employer	Second Space Solutions, LLC d/b/a The Hanover Hub	Department	Administrative Team
Position	Marketing and Social Media Intern	Reports To	Chief Executive Officer
Status	Part-Time; Hourly; Non-Exempt; Intern	Schedule	Flexible/Hybrid; minimum 10 hours per week
Pay Rate	\$15 per hour	Benefits	Non-benefited; potential academic credit if approved by the student's college or university

POSITION AT A GLANCE

A part-time administrative role supporting The Hanover Hub's marketing materials, social media presence, website content, online inquiries, and lead follow-up.

Position Summary

The Marketing and Social Media Intern supports the organization's marketing efforts and day-to-day digital communications. The position creates and updates marketing materials, manages assigned social media activity, helps keep the website current and functional, responds to online inquiries, and follows up with prospective members or customers. The role works under the direction of the CEO and coordinates with the administrative team to keep messaging accurate, timely, and consistent with The Hanover Hub's brand.

Compensation, Schedule & Benefits

- Pay rate: \$15 per hour
- Employment status: Part-time intern; hourly, non-exempt, and non-benefited.
- Schedule: Flexible/Hybrid; minimum 10 hours per week. All hours worked must be recorded in accordance with company policy.
- Potential academic credit if approved by the student's college or university

Essential Functions & Key Responsibilities

1. Marketing Materials & Campaign Support

- Develop and update flyers, digital graphics, presentations, email content, and other marketing materials as assigned.
- Support marketing campaigns, promotions, events, and outreach activities from planning through publication.
- Keep published information accurate and consistent with approved brand standards, offers, and messaging.
- Organize marketing files, images, drafts, and approved materials so they can be reused and updated.

2. Social Media Management & Engagement

- Create, schedule, publish, and maintain content across assigned social media platforms.
- Monitor comments and messages; respond professionally and promptly within approved guidance and escalate sensitive matters.

- Track basic engagement and identify useful content ideas, audience questions, and opportunities to improve results.

3. Website & Online Chat Support

- Update website text, images, event details, and other assigned content to keep information current.
- Check website pages, links, forms, and chat tools for obvious issues; document and coordinate needed fixes.
- Respond to website chat inquiries using approved information and route questions requiring a decision or specialist response.
- Maintain accurate records of online inquiries and follow-up actions.

4. Lead Follow-Up & Additional Marketing Needs

- Follow up with marketing leads and prospective members or customers in a timely, professional manner.
- Record lead status, next steps, and relevant communications in designated systems.
- Coordinate with the CEO and administrative team to hand off sales, membership, or service questions as appropriate.
- Provide the CEO with a monthly analytics report covering social media performance, website activity, lead follow-up, and other available marketing results.
- Support other identified marketing needs, projects, and other responsibilities as assigned by the CEO.

Decision-Making Authority

The position reports to the CEO and may carry out routine content updates, responses, and follow-up within approved procedures and messaging. The intern must obtain approval before publishing unapproved claims or offers, changing website functionality, committing company funds, or responding to sensitive legal, personnel, financial, or reputational matters.

Position Requirements

The role requires clear writing, attention to detail, organization, familiarity with major social media platforms, and comfort using common design, website, and office tools. The intern must be able to respond professionally to the public, manage deadlines, maintain accurate records, protect confidential information, and accept feedback on drafts and published work.

Core Competencies

Marketing Execution & Accountability	Communication & Community Service
Accurate, on-brand content	Clear, respectful communication
Social media planning and follow-through	Responsive online engagement
Website content awareness	Organization and lead tracking
Basic analytics and reporting	Adaptability and collaboration
Integrity and confidentiality	Responsible use of company platforms

Performance Expectations

- Accurate, timely, and brand-consistent marketing materials and social media content.
- Professional responses to social media comments and website chats within approved guidance.
- Current website content and prompt reporting of broken pages, forms, links, or chat tools.
- Timely lead follow-up with accurate records and appropriate handoffs.
- A monthly analytics report to the CEO covering available social media, website, and lead results.
- Responsible use of company accounts, information, and materials in accordance with Company policies.

Physical, Cognitive & Interpersonal Demands

The following describes the general demands ordinarily associated with performing the essential functions of this position. These statements are not intended to exclude qualified individuals who can perform the essential functions with or without reasonable accommodation.

Physical Demands

- Frequently sit and work at a computer for extended periods, with opportunities to change position during the workday.
- Frequently use hands and fingers to type, operate a mouse or mobile device, and handle documents and standard office equipment.
- Occasionally stand, walk through the facility, and reach, bend, or stoop to access files, supplies, or equipment.
- Occasionally lift or carry routine office materials and supplies, with assistance or equipment available when needed.

- Work in remote and shared office environments with routine noise, interruptions, and varying activity levels.

Cognitive & Interpersonal Demands

- Sustain attention, organize multiple priorities, meet deadlines, remember and apply procedures, and shift focus when operational needs change.
- Read, understand, prepare, and communicate operational, financial, safety, scheduling, and personnel information accurately.
- Exercise judgment under time pressure; identify risk; troubleshoot problems; and make timely decisions within assigned authority.
- Interact frequently and professionally with diverse individuals, including in situations involving complaints, conflict, sensitive information, or heightened emotions.
- Maintain composure, confidentiality, emotional self-regulation, and respectful communication in a dynamic customer-service setting.

Work Environment & Travel

This is a hybrid position, with work time split between remote and in-office work according to a schedule agreed upon with the CEO. In-office work may take place in coworking areas, offices, meeting and training rooms, and community-event settings. Regular use of computers, phones, office equipment, and digital communication tools is required. Limited local travel for meetings, training, or other business needs may occasionally be requested.

Reasonable Accommodation

Second Space Solutions, LLC will consider reasonable accommodations for qualified applicants and employees with disabilities and for other circumstances protected by applicable law, unless doing so would create an undue hardship. An individual who needs an accommodation during the application process or to perform the essential functions of the position should contact the company's designated representative.

Equal Employment Opportunity

Second Space Solutions, LLC is an equal opportunity employer. Employment decisions are made without unlawful discrimination or harassment based on race, color, religion, sex, pregnancy, childbirth or related medical conditions, sexual orientation, gender identity, national origin, ethnicity, age, disability, marital status, military or veteran status, genetic information, or any other status protected by applicable federal, state, or local law. The company also prohibits unlawful retaliation against individuals who raise concerns, request accommodations, or participate in a protected process.

Confidentiality

"Confidential Information" includes all non-public operational, financial, technical, personnel, customer, member, and marketing data, or anything reasonably understood as confidential. Employee shall use Confidential Information solely for job duties, apply reasonable safeguards, and refrain from disclosing it without written authorization or legal mandate. Obligations exclude public information, prior knowledge, valid third-party receipts, or independent development. If disclosure is legally compelled, Employee must promptly notify the Company to seek protection. Upon request or termination, Employee must return all Company property and delete stored data. These duties survive employment, and breach entitles the Company to injunctive relief and remedies.

Non-Solicitation

During employment and for a period of twelve (12) months following the end of employment for any reason, Employee shall not, directly or indirectly, for their own benefit or for the benefit of any third party: Solicit, recruit, induce, or encourage any employee, contractor, intern, or volunteer of the Company to leave their employment or service relationship with the Company, or solicit, divert, take away, or attempt to solicit or divert any active member, customer, event client, vendor, or community partner of the Company to terminate, reduce, or transfer their business or membership away from the Company.

Intellectual Property and Work Product Assignment

"Work Product" (all IP, content, inventions, and materials created during employment within scope, using Company resources, or related to its business) belongs solely to the Company as "work made for hire" or via irrevocable worldwide assignment. Employee shall promptly disclose all Work Product, execute perfection documents, and grant the Company power of attorney to execute ownership filings if unavailable. Excludes unrelated personal work created without Company resources. Employee waives all moral rights and attribution in Work Product to the maximum extent permitted by law. Ownership and assignment obligations survive termination indefinitely.

Employment Conditions & Disclaimer

- Employment may be contingent upon completion of job-related pre-employment checks permitted by law and any required employment-verification documentation.
- This position description identifies the principal responsibilities and requirements of the role but is not an exhaustive list. Duties may be modified or reassigned, in the sole discretion of Company, based on business needs, consistent with applicable law.
- Nothing in this position description creates a contract or guarantee of employment, compensation, schedule, benefits, incentives, or continued employment. Employment is at will.

Employee Acknowledgment

I acknowledge that I have received and reviewed this position description. I understand the essential functions, performance expectations, schedule requirements, and employment conditions associated with the Marketing and Social Media Intern position. I understand that I may request a reasonable accommodation through the Company's designated process.

Employee Name

Date

Employee Signature

Date

Supervisor Name

Date

Supervisor Signature

Date