Community Council Role

What is the Community Council?

The Community Council is a group of select volunteers who advocate for the betterment of Fitbit products and services. It is their mission to facilitate a welcoming environment and contribute knowledge, advice, and encouragement within the Fitbit forums.

The goals of this group are to:

1. Help customers make the most of their Fitbit products and services through informative, thoughtful responses.
2. Maintain a welcoming and supportive environment to keep customers engaged on the forums.
3. Share trends and observations with fellow Community Council members and Fitbit Moderators to improve the Fitbit experience.

What does Fitbit expect from Council members?

1. Sign and adhere to a non-disclosure agreement.
2. Write at least 10 constructive, personalized posts per month. These can be:
   a. Assisting customers with technical issues in the help forums.
   b. Educating customers about product features.
   c. Sharing constructive opinions and/or moral support in the lifestyle forums.
   d. Welcoming new members and/or positive engagement around health and fitness.
   Note: We request you inform us when you will not be able to meet posting requirements for more than a week.
3. Help grow our Accepted Solutions.
4. Escalate high-impact or emerging issues to Customer Support by flagging posts that need Moderator attention.
5. Flag posts for moderator attention when issues require advanced attention.
6. Participate in the private Community Council forum.
7. Attend online training opportunities offered by Fitbit.
8. Voluntary participation in group challenges, online social events, and Community Feed.
9. Demonstrate familiarity with the Community forums, including the ability to link to posts, add pictures, tag members, etc.
10. Notice potential new CC members and identify them to the Fitbit team and Community Council for consideration.
11. Represent Fitbit diplomatically on Community forums and other social media platforms.
12. Proficiency in English.
What can Council members expect from Fitbit?

1. Sample Products*
2. Private forum access, where you can communicate with fellow Community Council members and the Fitbit team.
3. Potential access to beta test products before release.
4. Premium Membership (Including Fitbit Coach and more).
5. Special Challenges and contests.
6. Q&A with Ambassadors and periodic talks with Fitbit Staff/Engineers.**
7. Periodic coaching/training
8. Extra abilities and special permissions or responsibilities, ex. ability to move posts between discussion categories as needed
9. CC Membership Signature and status on forum posts

* Based on meeting minimal criteria/performance and pending availability/probation
** Pending availability

How can you Apply?

1. Ensure you already meet the criteria listed above
2. Submit an [online application here](#)
3. If accepted, you will be sent an NDA (non disclosure agreement), followed by an online training presentation and quiz
4. Pass the quiz and you will become a Community Council member-in-training!