Note: This document is “view only”. Please create a copy of this document and save it to your drive.

**Master: SOP- Social Media Support- Systems Vault**

**PREREQUISITE**

[Master: URLs (master links)](https://docs.google.com/spreadsheets/u/0/d/1mlQjpjNMlD4NJVtNFufaUVEE326vNw4TkKrwULAD43U/edit)

[SOP - Moderating Free Facebook Groups- Systems Vault](https://docs.google.com/document/d/1fnipu2q0aasWeGgM_BnwCf9uHOpAHt8Kq63R0w2dwYw/edit?usp=sharing)

[SOP - Follow Up Ad Engagement- Systems Vault](https://docs.google.com/document/d/1BnqH309p7jT1kG6MjPGVadhWRVvK3ozQdFd4JKFeNzM/edit?usp=sharing)

[Teamwork PM](http://www.sarahnoked.com/teamwork)

**PURPOSE**

To engage our people in real time on social media, follow up with comments, address concerns and promote products and content.

**POLICY**

Recurring tasks for Social Media Support are set in [Teamwork PM](http://www.sarahnoked.com/teamwork)

**PARTY**

Virtual Assistant

**PROPERTY**

Online Business Manager

**PROCESS**

Part 1: Management of Free FB Groups

Part 2: Management of Facebook Ad

**PROCEDURE**

**Part 1: Management of Free FB Groups**

[SOP - Moderating Free Facebook Groups- Systems Vault](https://docs.google.com/document/d/12-c1-VvdB5_rbbcYNf_BS1j0Lw9ZQeH0PsQRWIN9mwU/edit?usp=sharing)

**Part 2: Management of Facebook Ad**

[SOP - Follow Up Ad Engagement- Systems Vault](https://docs.google.com/document/d/1BnqH309p7jT1kG6MjPGVadhWRVvK3ozQdFd4JKFeNzM/edit?usp=sharing)

**Created by:**

**Department:** Operations & Support

**Date:**

**Revised:**

**Revised by:**