Job Description

OPERATIONS MANAGER
Department of Communications

To Apply: www.unitedmethodistwomen.org

About Us:
United Methodist Women National Organization is the policy-making body that manages and oversees the programs and projects of United Methodist Women (UMW). We accomplish this by equipping women and girls around the world to be leaders in communities, agencies, workplaces, governments and churches and to advocate for the oppressed and dispossessed with special attention to the needs of women and children. UMW builds supportive communities among women; engages in activities that foster growth in the Christian faith, mission education, and Christian social involvement, while working for justice through compassionate service and advocacy to change unfair policies and systems while providing educational experiences that lead to personal change in order to transform the world. United Methodist Women is an Equal Opportunity Employer and actively encourages candidates of diverse backgrounds (men and women) to apply for employment. Applicants must meet the minimum requirements in terms of qualifications. An equivalent combination of education and experience will be considered unless specifically stated otherwise.

About UMW Communications
The UMW Communications Team is a diverse group of professionals who are responsible for the creation and distribution of publications to meet the needs of our worldwide members. Our team members and freelancers have experience working in advertising, ecommerce and magazine and book publishing. The Communications department publishes Prayer Calendar, Handbook 2013-2016, UMW News, Annual Report, Call to Prayer & Self Denial, Major and Planned Giving, and Guidelines to Women’s Ministry (Book & CD).

Position Title: Operations Manager
Department: Communications
Supervisor: Director of Communications
Hours: 9:00am – 5:00pm (Monday - Friday)
Location: 475 Riverside Drive, 15th Floor, New York, NY 10015
Status: F/T Exempt
Travel Required: Travel outside New York City is occasionally required.
Weekend and evening meetings are occasionally required.
Overtime Eligible: No
Bargaining Unit Position: No
Salary Level: 15 - Executive

Summary of Responsibilities:
The Operations Manager in UMW’s Communications department works with the Communications Director, UMW National staff and production vendors to oversee the timely, accurate and cost effective production of materials and events. This work includes managing resources, budgeting, project scheduling and tracking items internally, with freelancers and vendors.

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**Essential Job Functions** (other related duties may be assigned):

1. Develop and implement timelines for Communications products and activities inclusive of collaborating with staff to create reasonable and balanced workloads, contract with consultants and independent contractors to fulfill development and production tasks in the development of manuscripts, booklets, brochures, posters, and relevant marketing pieces.

2. Collaborate with manager of the UMW Mission Resource Center and monitor the stock status of UMW products ensuring availability to constituents.

3. Prepare staff and freelancer deadlines using project management software (currently basecamp).

4. Work with team leaders on building contractual Q & A’s ensuring its accuracy as well as provide a detailed scope of the production workflow, including the expectations of the UMW organization, and agreed upon payment not to exceed the budget set for each project.

5. Manage and track communications expenses by working with the Communications Director to set fees for services. This includes routing invoices to be paid and approving estimates that are based on criteria set by UMW.

6. Manage and track production work flow which will include the following:
   a. Manage the workflow of each team member until project is complete.
   b. Obtain approvals from editors, creative director and writers prior to moving on to the next production phase.
   c. Keep Phases of Project on time and notify Communications Director when a missed deadline will result in a week or more’s delay of the off press date.
   d. Problem-solve and troubleshoot deadline/production issues and when necessary provide the Communications Director with an updated, reasonable, workable deadline.
   e. Develop plans to alleviate delays by looking at overall projects being worked on simultaneously by the whole department and individual department members.
   f. Read and respond to high volume of production related emails.
   g. Fulfill production and web work orders in a reasonable time.
   h. Meet twice weekly with the communications staff to review ongoing, active and upcoming projects as well as discuss projects that are not on track.
   i. Provide weekly forecasting report for active projects identifying any concerns that arise (or may arise) and that may impede the production process and recommend a course of action.

7. Conducts project, department, and client post mortems to gather and create recommendations for improvements.

8. Other related duties as assigned by the Communications Director.

**Supervisory Responsibility:** The Operations manager supervises the Traffic Associate and the Admin Associate.

**Team Participation**
This position may be requested to participate on special projects and/or events planning team. Participation in these circumstances is factored into the overall evaluation of performance.

**Necessary Skills:**
Managing Processes, Supervisory Skills, Strong Organization, Prioritizing and Multitasking Skills, Professionalism, Problem Solving/Troubleshooting, Strong Verbal/Written Communication Capability, Organization Skills, Attention to Detail, PC Proficiency, Typing, Productivity, Dependability and Initiative.

**Special Consideration**
This position requires contact on a regular basis with individuals and groups which are not part of the church’s official structure. This work has an integrity which United Methodist Women respects as part of its work. In all areas of United Methodist Women’s ministry, confidentiality in relationships must be respected.
Critical Competencies

- **Attention to Detailed and Accuracy:** Demonstrates accuracy and thoroughness, monitors own work to ensure quality and applies feedback to immediate performance improvement.
- **Strong Leadership:** Able to lead teams in task assignments and follow-through.
- **Problem Solving:** Ability to problem-solve/troubleshoot independently.
- **Time Management:** Meets productivity standards and completes assigned work in a timely manner.
- **Adaptability and Flexibility:** Adapts to changes in the work environment, manages challenging demands and is able to navigate through frequent changes, delays or unexpected events.
- **Organization:** Consistently able to organize work to meet deadlines. Ability to direct and multitask effectively under pressure.

Qualifications:
Bachelor degree in related field and/or equivalent combination of training and/or experience. At least five years of related experience in print production (an understanding of how editorial, production, and art operate). At least five years of experience managing freelancers, and in managing multiple projects under deadline. Experience handling employee relations issues. Three years of experience in process improvement with experience in tracking costs. Bindery and distribution experience a plus. Basic knowledge of Illustrator, Photoshop, Excel, and InDesign. Strong facility with Adobe CS5 required. Expert knowledge of Microsoft Office and familiarity with Mac platforms. Proven ability to effectively communicate across teams and levels of organizations; strong attention to detail; excellent organizational skills and Knowledge of Chicago Manual of Style and Associated Press Manual of Style. Proficiency in English language both verbal and written.

Performance Measurement
Specific measures of satisfactory performance, both objective and subjective, will be developed in consultation with the Human Resources Director, the Director of Communications & direct supervisor and in harmony with United Methodist Women’s mission, cultural principles, and annual leadership priorities. This document will be the primary basis of future performance reviews and continuance in the role of Operations Manager.