

DIRECTOR OF OPERATIONS**COMPANY SUMMARY**

We are a specialized education company that provides live and online education to global, national, regional, and local companies, government agencies and many other institutions and corporations around the world, and particularly those with technology-oriented teams. Our live and online education includes providing live and online classes, self-study courses, webinars, videos, books, recorded audio and other educational materials and educational management services to clients. In addition, we provide performance management, assessment and testing online.

Information about our brand is located at links at the bottom of this job description.

JOB DETAILS

This is a REMOTE hands-on role, that requires someone that is highly detail oriented; plans strategically and executes tactically on a consistent basis; documents strategies, plans, processes, procedures and related work; is a great communicator and team builder; and, works with a sense of urgency in an entrepreneurial environment. If you consider yourself an expert in organization management, process improvement, recruitment, organization design and management systems, this role is for you.

This role reports directly to the CEO.

Key Activities include:

- On Air Course Production: Manage production, post-production, scheduling, distribution and all related aspect of all live and pre-recorded courses.
- On Platform Production: Manage production, distribution, and ongoing enhancement of all courses, content, and tools on our learning management platforms.
- Digital Asset Management: Manages, controls and secures all digital assets, including course content (videos, exercises, labs, quizzes), related content repositories (test banks, job spec databases, competency databases, assessment databases), and, corporate business files and documents (e.g., client records, employee documents, corporate financial and business records). Improves the process control, security and management of these assets on a regular basis.
- Platforms and Tools Management: Manages existing production platforms (e.g., IBM Watson, Thinkific learning management system, Domino learning management system, On24), operational platforms (e.g. Office 365, SharePoint) and tools (e.g., Zoom, Sendy, CRM, HelpDesk), including tracking, negotiating and reducing the costs for those, identifying process, platform, and tool improvements which can be handled internally or through external resources.
- Operations Dashboards: Manage all dashboards, including Program Management Reports, Course Management Reports, Instructor Management Reports, and oversee migration of those to a centralized dashboard that is both internally operational and, as needed, exposed to instructors and third parties to track their own obligations, relationship and communications with the company.
- Technology Team Interface: Work with the internal and external technology teams to improve the organization, implementation and execution of the On Air Course Production, On Platform Production, Digital Asset Management, Platforms and Tools Management, Operations Dashboards
- Customer and Program Management Support: Ensures high quality support, outcomes and experiences for customers for our private courses as well as On Air and On Platform courses. This

includes supporting client program management and engagement calls, as well as calls with client prospects (e.g., participating on sales calls if needed to win client business), documenting work required to support clients and client sales, and helping to ensure clients and prospects do business with us, and expand the business they do at any given time.

- Systems Awareness and Support: Be fully aware of the functional capabilities, functional limitations, functional set-up and management, costs and alternatives available of all internal and external systems that support or can be used to support our business.
- Recruiting & Onboarding: Help with recruiting operations and oversee new employee and contractor onboarding. Create employee handbooks, training programs, and HR policies.
- Procurement Management: Manage vendor and supplier relationships.
- Legal and Financing: Oversee business development legal contracts, trademark registrations, terms of service, instructor contracts (e.g., Master Service Agreements, Work Orders, NDAs), partnership contracts, affiliate contracts and other general business agreements in a timely and accurate manner.
- Feedback and Sounding Board: Provide feedback, recommendations, enhancements, etc. for all operational systems, processes, services (internal and external)
- Development and Maintenance of Plans: Build, manage, critique and upgrade project plans, strategic documents, tactical plans, business plans and related documents.
- Other Projects: Handle special projects from the exec team and general administrative aspects of the company.

Your work will be measured based on:

1. The quality, attention to detail, thoroughness of your planning and execution of all of the items mentioned above.
2. The quality of delivery, smoothness in which delivery occurs and client satisfaction on projects for which you are responsible, with a target feedback rating of 9 out of 10.
3. Your ability to follow-through and execute the tasks you are responsible for, as described above.
4. Your cooperation, collaboration and follow-through with your colleagues (including sales, support professionals, and senior management)
5. Your/our ability to help us retain and grow our client business on a consistent basis.

You should have the following capabilities:

- Extensive and diversified background with at least 3 years of related experience at technology startups.
- Bachelor's degree
- Excellent verbal and written communication and interpersonal skills.
- Extremely proficient in Microsoft Office Suite or related software.
- Excellent organizational skills and attention to detail.
- Excellent analytical, decision-making, and problem-solving skills.
- Excellent project management skills, including employing Agile methodologies for executing project (or ability to learn to execute our projects and your work in that manner).
- Experience identifying, onboarding, mentoring and training the employees and third parties (including vendors)
- A willingness to dive deep, experiment rapidly and get things done.

- A strong track record of project delivery for large, cross-functional, projects
- Sharp analytical abilities and proven design skills

For more information, contact:

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Relevant links:

- URL: <https://www.starweaver.com>
- Learning: <https://learning.starweaver.com>
- Facebook: <https://www.facebook.com/starweavergroup>
- LinkedIn: <https://www.linkedin.com/company/starweaver>
- Twitter: <https://twitter.com/starweavergroup>
- YouTube: <https://www.youtube.com/c/starweavergroup>
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