

INNOVATIVE MANUFACTURERS' CENTER

Williamsport, PA

www.imcpa.com

May 18, 2020

JOB DESCRIPTION

TITLE: Manager, On-Line Services

REPORTS TO: Executive Director/CEO

STATUS: Exempt

APPROVED: May 26, 2020

Summary:

The role of this position is to manage IMC services and operations that relate to the opportunities offered by the Internet. Specifically, the objective of the position is to provide manufacturers educational opportunities and services with on-line access and delivery in order to respond to the COVID-19 crisis and/or other similar scenarios. This position is funded by the federal Cares Act and thus is a one-year agreement with renewal based on available funding.

KEY EXPECTATIONS

Responsibilities and Duties:

- Transition IMC services from the traditional classroom or face-to-face format to on-line delivery for those services that lend themselves to that structure;
 - Lead the efforts to evaluate the list of services and determine, with the help of the entire IMC team, which services are candidates for that transition.
 - Adapt lesson plans and/or service delivery to match the needs of an on-line format, with the help of third-party consultants as needed.
- Supervise the development and delivery of an on-line assessment for clients to help them determine what IMC services will bring them the most value.
- Lead the efforts involved in employing "Tooling-U" courses.
- Manage IMC cybersecurity related services.
- Help develop value propositions for growing IMC services.
- Research additional revenue opportunities in order to help diversify the IMC's income portfolio.
- Other duties as assigned.

Job Relationships:

- This position will report directly to the Executive Director/CEO.
- Will work as a peer of and with entire IMC staff in a collaborative manner.
- May need to supervise third party consultants in the execution of technical tasks.
- Will need to work with third party consultants related to the IMC website, service development, assessment development, Tooling-U, and cybersecurity services.

EMPLOYMENT STANDARDS

Experience:

- Minimum of five years of professional experience with a successful track record of;
 - Accomplishing a mission by implementing effective strategies.
 - Managing complex projects to successful completion.
 - Working with other people with varied skills and backgrounds.
 - Developing and managing budgets and projections.
- Minimum of five years working with;
 - On-Line, Internet based application software, browsers, and operating systems.
 - Customer Service Management (CRM), email, word processing, spreadsheet, and presentation related software systems.

Education:

- Minimum of an Associate Degree in Management, Business, Technology, or any other related field of study.

Knowledge, Skills, & Abilities:

- General management abilities and a professional bearing.
- Ethics and values consistent with those of the IMC.
- Organizing and project management skills.
- Knowledge and understanding of systems.
- Creative thinking abilities and continual learner.
- Analytical and problem-solving skills.
- General knowledge of economics, government, politics, business, and accounting.
- Business communication – oral and written.
- Collaboration and teamwork skills.
- Strong work ethic and individual motivation.
- Personal accountability.

Physical Requirements:

- Work is of a professional office nature and performed in a climate-controlled environment.
- Some travel throughout the service region, intermittent statewide travel and infrequent out-of-state travel is required.
- Occasional lifting and/or moving of objects less than 50 pounds is required.

Tools & Equipment:

- Software; Sales-Force CRM, Microsoft Office and Adobe Suites.
- Smartphone, laptop computer and peripherals.
- Desktop computer and peripherals.
- Calculators, printers, copiers, scanners, and faxes.
- Digital presentation equipment.