

JOB DESCRIPTION

CHRISTIAN COPYRIGHT LICENSING INTERNATIONAL, INC.

TITLE: Operations Manager – North America Region

DEPARTMENT: North America Region

DATE: June 2009

PURPOSE AND SUMMARY

Works closely with the VP of North America Operations on all aspects of North America Region operations; supervises and provides administrative direction to the Regional operations department managers including Marketing, Sales, Customer Service communications and administration; collaborates with the managers of the operation departments to plan and implement policies, procedures and best practices; works on a wide variety of issues and projects as assigned by the Vice-President of North America Operations; serves as member of the North America Region management team, North America Team Operations and Administration Team; does related work as needed.

QUALIFICATIONS

College degree in business administration and/or college-level training and increasingly responsible experience in business management; training and previous experience in computerized operations and administration; ability to train, supervise and evaluate managers and employees; must demonstrate effective communication skills; ability to work independently and adjust to varying workloads and priorities; ability to plan, organize and evaluate operating procedures and strategic options; ability to develop and interpret a variety of operating reports; a team player; must have a strong understanding of Judeo-Christian values and a good working knowledge of church/ministry activities.

REPORTING RELATIONSHIPS

- o Reports to the Vice-President of North America Operations
- o Supervises Managers of Customer Service, Marketing and Sales

RESPONSIBILITIES

Principal duties for operations include:

1. Works closely with the VP of North America Operations to develop North America Region operation policies, procedures and plans; develops alternatives for review by Vice-President of North America Operations.
2. Reviews and analyzes sales/ performance indicators from each Operations department.

3. Works with the Operations, Applications, IT and Finance management to analyze, review and recommend changes to current operational processes.
4. Audits the operational processing of license holder applications, SongSelect subscriptions and the renewal notification process, including customer communication, education, new license and subscription generation, payment application and the distribution of license materials.
5. Supervises Managers of Marketing, Sales and Customer Service; audits and reviews work activities, develops operating procedures and schedules.
6. Works closely with the Marketing department to develop strategies and implementation, including communication with marketing consultants.
7. Works with the North America Managers of Sales, Marketing and Customer Service to develop and manage each department's financial budget for the fiscal year of operations.
8. Participates in Regional Management Team meetings, NATO meetings and Administration Team meetings to discuss operations issues, determine policies and make general administrative decisions; meets weekly and as needed with the VP of North America Operations.
9. Initiates and carries out a wide variety of plans, projects and analyses related to operation and departmental issues, as assigned by VP of North America Operations..

ACCOUNTABILITIES

1. Audits and reviews operation departments manager responsibilities in assuring timely and accurate education, solicitation, communication, processing, input and payment application of customers.
2. Ensures the North America operation departments function within budget and provides monthly financial analyses to VP of North America Operations in a timely and accurate manner.
3. Ensures promotional materials and marketing strategies are developed in a timely, effective and professional manner.
4. Assures effective and efficient data input and payment application processing of new and renewal licenses and resource subscriptions.
5. Consistently provides the VP of North America Operations with strategic, policy and procedural support and analysis as assigned.
6. Works effectively with other team members to discuss operations issues, determine policies and make general administrative decisions.