

# Call for: Operations Specialist



**Position Title:** Operations Specialist

**Location:** Virtual (some in-person meetings as needed)

**Employment Type:** Contractor, part-time (hours fluctuate based on projects)

**Reports to:** Director, Williamson Creative Agency

**Closing date:** Open until filled

**About Us:** Williamson Creative Agency (WCA) is a team of creatives and organizers who increase capacity and build reach for groups and individuals committed to building a better tomorrow and nurturing the collective toward healthier communities. Most often, we work with clients in education, tribal advocacy, policy, youth development, and the arts. The needs of our clients' programs are expanding and diversifying, and we need additional support in order to serve them as best as we can.

## Job Summary

WCA seeks to add a confident, resourceful, proactive Operations Specialist to our team. Their primary objective is to help us establish and uphold a well-organized system of operating procedures both internally and externally. They will also support or perform internal and external project management needs and tasks as assigned by the director.

### In the first three months

- Help us migrate from Basecamp to Asana or a similarly robust project management platform.
- Collaboratively develop and standardize operating procedures for the new platform.
- Participate in training the team and our clients to engage with and utilize the new platform.

### In the first six to nine months

- Organize, systematize, and maintain internal Google Drive.
- Establish and continuously carry out standard operating procedures (SOP) for company travel and expense reimbursements.
- Establish and continuously carry out SOP for client training and onboarding.

### In the first year

- Directly support clients in project management/run client check-in meetings.
- Support event planning/coordination (think continued education conferences, not weddings).
- Coordinate client meetings and communications.
- Run weekly internal check-in meetings.



## Ongoing Responsibilities

- Attend regular virtual meetings on Zoom.
- Identify and implement opportunities for process improvements and operational efficiencies.
- Ensure efficiency with periodic skill building for WCA and our clients, as needed.
- Stay current with industry trends; apply relevant knowledge to all initiatives, internal and external.
- Collect and analyze data to track program performance and identify areas for improvement.
- Prepare reports and presentations for prospective or current clients.
- Ensure program compliance with all tribal, state and federal regulations including accessibility standards.

## Qualifications

**Experience:** A minimum of 5 years of experience in operations management is required, preferably within an educational, government, or corporate setting. Technical experience with various project management systems and a proficiency in digital communications is required.

**Education:** Bachelor's or Master's degree in Education, Business or Public Administration, Management, or a related field preferred; 5 or more years of applicable experience is sufficient.

### Skills and Competencies:

- Experience working with Native communities is preferred; a willingness to learn is welcomed.
- Excellent organizational and project management abilities with digital tools and systems.
- Strong leadership and team management skills.
- Exceptional communication and interpersonal skills.
- Proficiency in data analysis and reporting tools.
- Ability to work collaboratively with diverse stakeholders with concise and timely reports.
- Technical Skills: Proficiency in Microsoft Office Suite, Slack, Google Drive, Canva, Zoom, Airtable, Adobe Acrobat, Asana and other relevant software applications.

**Additional Requirements:** A valid driver's license, reliable transportation, and the ability to travel within Michigan for meetings and events is preferred but not required.

**Application Process:** Submit your cover letter expressing interest and preferred hourly rate along with your resume to [hello@williamsoncreativeagency.com](mailto:hello@williamsoncreativeagency.com). In the cover letter, include your experience(s) with project management platforms. Please speak to instances where you have led or participated in migrating a growing team and/or their clients from one platform to another.

**Compensation and Benefits:** Competitive hourly rate based on experience. We are open to project-based packages when applicable.

