



*Advocacy & Benefits Counseling for Health, Inc.
Serving Wisconsin Families Since 1994*

<i>Position</i>	Operations Manager (Madison, WI)
<i>Hours</i>	Full-time
<i>Salary</i>	Dependent on Experience
<i>Fringe Benefits</i>	Eligible for fringe benefit package

POSITION SUMMARY

ABC for Health, Inc. seeks an Operations Manager to provide management, administrative, media services, and sales services support. The Operations Manager helps with IT infrastructure including data and information management, grants management, maintaining databases, preparing reports, design and graphics work, and operations of our in-house studio. The Operations Manager will help coordinate outreach, media, and communication activities between ABC for Health and its three subsidiaries. The Operations Manager will facilitate and coordinate studio work, filming, and videography activities and outreach. The Operations Manager position is an ABC for Health, Inc. employee, governed by that firm's policies and procedures, but could transfer to HealthWatch Wisconsin, Inc. to assume additional responsibilities in the future.

DUTIES AND RESPONSIBILITIES

- Assisting with agency IT services and technology infrastructure
- Directing all forms of customer inquiries
- Attend staff meetings and assist with meeting management, scheduling, and minutes
- Participate in agency training events, develop graphic designs, studio production and videography, publications, and designated committee work
- Support video communications including YouTube channel, Social Media communications, and a growing mailing list database.
- Maintain administration files, central information resource files, and assist with data entry.
- Maintain organized files and reporting database.
- Participate in grant writing and development work
- Assist with building/office management tasks
- Serve as the agency liaison with select contractors and vendors, such as DaneNet
- Represent organization in the community
- Participate in general office maintenance, operations, clean-up and other tasks as assigned.

KNOWLEDGE AND SKILLS REQUIRED

- Positive 'Can Do' attitude with excellent organizational skills, including scheduling and time management, attention to detail and accuracy.
- Curious & creative thinker with a knack for coming up with new ideas, designs, logos, & explanations.
- Customer service training and background with good communication skills, spoken and written, with attention to detail, grammar, and accuracy in reporting.
- Familiarity with standard office equipment and agency operations.
- Familiarity with graphic design, video production, and studio set up.
- Ability to handle pressured situations, manages multiple tasks, and work independently.
- Experience with Social Media, earned media, and other forms of outreach and education