

**POSITION TITLE:** Senior Manager, Multi- Media Services

**DEPARTMENT:** Multi-Media

**REPORTS TO:** Vice President, Client Operations

**STATUS:** Full-Time Exempt

### **POSITION SUMMARY:**

This is a full-time, exempt position based in Homestead, Pennsylvania that will work to develop highly effective and engaging activities, portals, software designs and marketing materials. As a key member of the CECity organization, the Senior Manager, Multi-Media Services will be responsible for all production work completed by the Multi-Media team and exercising quality controls over teams' output.

The Senior Manager, Multi-Media Services provides insight into best practices participates actively in improving organizational processes and systems for multi-media and mentors colleagues on an informal or formal basis.

Employees at CECity are expected to consistently demonstrate the following attributes; Commitment to excellence and customer service as demonstrated through accuracy, efficiency and timeliness in performance of assignments. Flexibility, team work, professionalism, effective verbal and written communication and a high-level of problem-solving skills are essential.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Providing strategic direction for the department in advancing the organization's Multi-Media services to its full potential. Making sure the department is aware of trends and improvements in both techniques and technology that are relevant to the business.
- Improve the operational systems, processes and policies in support of organization's mission -- specifically, support delivering outstanding products and customer service as efficiently as possible.
- Manage and increase the effectiveness and efficiency of the Multi-Media group through improvements to each function as well as coordination and communication between Multi-Media group and other teams.
- Drive initiatives in the management team and organizationally that contribute to long-term operational excellence.
- Schedule and prioritize assigned tasks across the department based upon CECity's priority and requested timeline.
- Develop and report on department performance metrics.
- Establish performance improvement pathways for department performance metrics.
- Overseeing the performance of all team members including performance appraisals. Ensuring that each team member is suitably trained and developed to undertake their duties.
- Build and maintain strong client relationships.
- Develop and document department processes and ensure team members are trained and following those processes.
- Work with Vice President of Client Operations to make sure projects are adequately staffed.

- Prioritize and assign daily workload. Identify and react appropriately to events threatening any project plan or timeline.
- Maintain updates and enforce appropriate use of CECity's project management systems.
- Defining process improvements, demonstrating regular audits and necessary improvements. Ensuring that working processes (planning, testing & documentation, etc.) are efficient and adhered to by the Multi-Media team.
- Maintaining communication between Multi-Media and all other departments in the organization.
- Work on all aspects of design and production tasks to achieve the timely execution of client projects.
- Other duties upon request.

## **REQUIREMENTS:**

- Bachelor's Degree or equivalent preferred.
- 5 years' experience in basic graphic design and web development, specifically HTML and Java Script.
- 2 years' supervisory experience
- Proficient using Microsoft Office applications such as Excel, Word, PowerPoint, and Project.
- Ability to actively listen and to handle difficult or delicate situations with diplomacy and tact.
- Ability to explain concepts clearly in written and verbal communications to co-workers, end users and clients via email, phone, online resources and online conferencing.
- Skills in HTML and web programming languages. Graphic Design Skills, Layout Skills, Creative Services, Creativity, Flexibility, Attention to Detail, Deadline-Oriented, Acute Vision.
- Programming, ability to problem solve and debug, ability and desire to work with others
- in problem solving,
- Excellent organization, time management, and prioritization skills.
- Strong leadership with ability to take ownership for projects and results.
- **Physical requirements:** Must be able to see, hear, type and speak clearly.
- **Other:** Must be able to work extended hours and work well under pressure. Some travel required.