# Job Identification

* Job Title: Operations Manager,

New York State Preferred Source Program

* Department: Executive Office
* Incumbent: VACANT
* Reports to: Director, New York State Preferred Source Program
* Location: Albany, New York
* FLSA: Exempt

# Statement of Purpose

This position is responsible for directing and managing the e-commerce and customer service operations of the New York State Preferred Source Program for blind-made products, including dotted line oversight of the accounting and sales functions. Expectations include increasing program capabilities and service levels to maintain the efficient flow of orders processed resulting in employment growth for people who are blind.

# Responsibility for the Work of Others

Responsible for the management and performance of customer service representatives. Directs the training and development of the E Commerce team and E Commerce Order Administrators in Oracle operation and capabilities in support of E-Commerce and website operations. Plans, trains, and monitors the work and performance of these positions. Directs, manages, and qualifies website project work and Oracle E-Commerce changes and improvements performed by both outside contractors and the IT Department.

# Business Communications

* Employees in Other Divisions Frequently
* Supervisory Personnel Frequently
* Associated Agency Personnel Frequently
* Federal and/or State Government Agencies Frequently
* Third Party Vendors and Contractors Frequently

# Education

A bachelor’s degree in e-commerce or marketing from an accredited university or college or equivalent work experience. Masters Degree preferred.

# Training and Specialized Knowledge

Background in electronic commerce, B2B, B2G, and related applications are essential. Experience with Microsoft Commerce Server 2002, MAS500, SQL Server, and Oracle databases and systems a plus. Exceptional analytic skills, project management skills, and communication skills (oral and written) are essential. Experience with spreadsheets, database management and creating reports a must. Knowledge of government procurement processes, e-commerce customer service/call center processes and distribution concepts required.

# Experience

At least eight (8) years of experience in project management; e-commerce operations, preferably within a mandatory or preferred source program; management of teams, direct reports.

# Travel

20% travel

# Specific Duties and Responsibilities

* Responsible for the E-Commerce website and product offerings as well as the NPA website and product offerings and all other sites developed including all text and graphic changes.
* Directs, develops, and trains staff in website operations, providing depth of capabilities in Oracle website operations applicable to all websites, contracts, BPAs, and contract partnerships.
* Develops web site change requests, directs and coordinates activities of outside contractor(s) to make major enhancements, architectural and code changes to the AbilityOne web sites and ensures that requirements are being performed at expected levels.
* Work with New York State agencies for the blind to develop product and website sales campaigns, advertising and promotions
* Train and develop staff in Oracle web trend report software. Provide analysis of web trend data, reports, conclusions, observations, and recommendations, to NIB management.
* Direct and manage the generation and implementation of quarterly pricing packages for/with contracting officer(s) for various e-commerce-held contracts, schedules, and BPAs as well as pricing and uploads to Oracle.
* Direct and manage the generation of quarterly reports for CBVH
* Coordinate w/NIB finance for payment.
* Prepare and maintain documents for, and participate in, any CBVH audits
* Monitor incoming and outgoing EDI 850, 810, and 997 transaction logs. Initiate corrective action if transactions fail and coordinate w/IT to determine cause.
* Coordinate with the e-commerce team on issues related to the performance of the sites and customer feedback received. Oversee the web site punch lists and enhancement schedules to ensure that requirements and improvements are being met within the scheduled time frames.
* Direct and manage the liaison between contracting officers, New York State customers, and agencies for the blind when issues are elevated from staff, seeking immediate resolution and response where appropriate.
* Plan, prepare, and execute training for Oracle capabilities improvement for e-commerce group employing both internal training and external formal classes.
* Responsible for training personnel at agencies for the blind leading up to and including the oversight and development of order processing systems.

This job description does not imply that these are the only duties to be performed. The incumbent in this position will perform such other tasks as may be required for the effective operation of the Division/Department upon request by his/her supervisor.

N**IB IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER**

EOE M/F/D/V