



National enquiries: 1300 738 797 | info@fearless.net.au | www.fearless.net.au | ABN: 43 093 841 779

## Position Statement: National Operations Manager



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Fearless Media delivers a comprehensive program of desktop training courses throughout the country. Due to changes in staff, we urgently need someone to manage our national training program from our Melbourne office.

This is a leadership role but remains very hands-on. You'll need outstanding communications skills and familiarity with commercial training and education, ideally within our subject area of digital media, web design and graphics.

You'll also need high-level computer competence and ideally some exposure to HTML and web design (although not essential) and InDesign or similar.

This is a full-time or near full-time position although some flexibility may be offered with hours. Attractive salary and conditions are offered.

### Duties

This is very much an organisational role requiring versatility, flexibility and high-level communications skills. As such your written and verbal communications skills must be first rate. Likewise your competence with computers and the ability to take on new computer skills as needed.

### Management

The National Operations Manager will oversee the delivery of our courses around Australia. We have local staff in other centres who are on call to assist with administration but you will need to have sufficient maturity and experience to deal with every day problems and ensure the successful running of this aspect of the business.

### Administration

We have a web-based management system which you will need to master as soon as possible. Bookings are made through this system. Invoices are raised, reminders are sent, and trainers are allocated.

The Operations Manager will need to rise to a level of expertise with our systems to provide support to the other staff and be prepared to raise invoices and ensure everyday activities run smoothly and efficiently.

### Reception

You'll need to greet our students on arrival and be prepared to answer questions as needed. You may be answering the phone nationally and you'll need to be able to assist people in making a training decision and close the sale. You'll be given plenty of support for this but you'll need to be very comfortable on the phone, along with email etc.

### Computers

You're not expected to be an expert but you will need you to assist in keeping the computers up and running. This may involve:

- Installing software and updates.
- Identifying simple problems
- Arranging for machines to be bought or replaced or upgraded as needed.
- Loading course files onto computers
- Performing simple maintenance procedures such as disk de-fragging.

Naturally, you'll be provided with all the support you need to achieve these tasks but this may not always be available.

### Training Materials

Part of your duties will be to compile, order and/or print course materials. This will involve:

- Printing and binding in the office and/or:



- Maintaining stocks of textbooks for relevant courses.
- Printing certificates and preparing other course materials

## Conditions

The position is offered on a full-time basis with superannuation and benefits.

Your entitlement to holiday and sickness leave is based 4 weeks annual leave + 2 weeks non-accumulative sick leave after a qualifying period of 3 months. No holiday loading is offered.

You will be paid fortnightly. Income tax will be deducted according to the requirements of the ATO. We will make taxation contributions on your behalf and you will need to lodge a return at the end of the financial year.

## Hours

Your hours will be 8:30 to 5pm but may involve an earlier start on training days.