



The Director of Operations Management works with the Chief Creative Officer to manage the execution of strategy development, financial planning, performance measurement, existing services and new product development, and other key business functions in order to optimize and align resources and outcomes for the Wisewire portfolio. This position also works collaboratively to identify and implement continuous improvements to Wisewire's business infrastructure (i.e., business management practices, innovation and transformation capability and processes for planning, development, and delivery) necessary to successfully execute a portfolio that ensures client-customer value, drives efficiency and profitability, and creates growth.

Responsibilities

- Manages product portfolio to maximize value, balance efforts, mitigate risk, and optimize resource allocation
- Oversee the success of projects by managing budgets, schedules and ensure project metrics perform at the highest quality.
- Leads continuous improvement activities for services and product effectiveness and sustainability, as well as capability, capacity, efficiency, and scalability
- Develops critical success factors measurements and targets; monitors product efficacy, internal and financial performance; and enables proactive control of outcomes
- Conducts services and product-related financial analysis and modeling and leads department's financial planning activities for profitability
- Communicates portfolio-related performance, issues, risks, recommendations and more to business owners and cross-functional stakeholders for real-time, fact-based decision-making

DESIRED EDUCATION AND EXPERIENCE

- Master's degree or other advanced degree required.
- Minimum 5-8 years of experience in K-12 and/or higher education project management
- Substantial knowledge of eLearning processes a must.
- Excellent leadership and coaching skills
- Able to work in a deadline-driven environment
- Experience with Agile or Lean processes strongly desired
- Must live or able to relocate to the greater D.C -Baltimore, Maryland area