



## **Operations Department Workflow Analyst**

### **Job Description:**

Visible World, located in NYC, seeks an Operations Analyst to support our growing Media Campaign Operations teams. This role is a key member responsible for developing solid metrics of operations and business processes involved in Visible World creation and delivery of television ads, and to ensure accuracy and efficiency in the day-to-day work in the corresponding departments in our Manhattan office. This individual will be responsible for supporting inter-departmental projects and initiatives for expansion and growth. While doing so, s/he will identify workflow improvements and collaborate with the appropriate team and supervisor to implement the necessary changes.

As a development company, Visible World technology has evolved into two main product areas for creating/encoding tv content - Connect and Conductor. Each product has distinct workflow, with Ops staff operating a variety of traditional and proprietary tools and procedures for handling incoming assets and shipping them out from Visible World. New products based on a main area tend towards a distinct workflow. Improved operational workflows are critical for the success of these products.

With this position, we seek to detail and analyze these workflows to:

- Understand all steps and identify bottlenecks
- Qualify and propose key performance indicators appropriate to the business
- Define the metrics needed measure cost and efficiency, and to prioritize development
- Visualize reporting on process, improvements and performance over time

On a day to day basis s/he will be expected to:

- track projects end to end and interview project participants to define and summarize workflow
- identify and manually collect and represent target data
- advocate for solutions to improve efficiency and throughput
- specify technical requirements for developers

### **Requirements:**

- A Bachelor's Degree is required
- 2-3 years of project management, business analysis, or audit experience
- Media-related industry experience is a must; experience with television production, scheduling, and delivery platforms is a plus
- Demonstrated understanding of operational processes
- Solid customer service and organizational skills
- Strong analytical skills and attention to detail
- Excellent written and oral communications skills; team player
- Tech savvy and proficient use of Microsoft Office Excel, Access, and Word; internet environment proficiency, downloading and merging of files are all required
- Ability to establish goals and set clear expectations, prioritize activities and follow through to completion. Ability to work and thrive in a multi-tasked, fast paced environment with professional, "get it done" self-starter attitude