

Job Description – Operations Lead

The Operations Lead is responsible for the technical operations at PrimeTime. This position can have several team members in order to carry out the duties outlined below.

Role Description:

1. Website

Functionality

- Evaluate and manage website performance
- Ensure developer is upholding their contractual commitments
- Respond to and troubleshoot all website issues
- Advise the Board on how to improve the user experience of the website
- Keep up to date with and recommend industry best practices and monitor competitor websites for operational efficiencies

Content

- Be the go-to person to update content on the website and act as lead to oversee a team of volunteers who can also edit core content for the website

Events

- Support PrimeTime teams with uploading website content
- Act as point of contact with website vendor when needed for additional support

2. Email

- Ensure the smooth operation of the Google email platform
- Manage the email allocation for PrimeTime volunteers (starters and leavers)

3. Shared workspace

- Support the Board with use of Google workspace & best housekeeping practice

How does this job interact with other members?

- Board members: support all IT matters that the Board members encounter and innovate and improve on operational standards (e.g. platforms, website, technical processes etc)
- Membership Director: collaborate to ensure the membership database is functioning smoothly
- Treasurer: collaborate to ensure financial transactions on the website are functioning smoothly
- Marketing Director: support Marketing team on changing or uploading content on the website; provide necessary training

Skills required for this position:

- IT experience will be advantageous
- Willingness to learn and support operations infrastructure at PrimeTime
- General business skills
- Problem solving skills
- Knowledge of Glue Up will be advantageous, project management skills
- Excellent organizational skills and knowledge management skills

Typical month's time commitment: 20 hours

- Trouble shooting on the website, communicating with vendors
- Website content updates

For more information: Contact volunteer@primetime.org.sg