

**JOB TITLE:** Director of Production

**CLASS:** Management

**CATEGORY:** At-will

**STATUS:** Full time

**BENEFITS:** Eligible

**REPORTS TO:** Board of Directors

**LAST UPDATED:** December 20, 2012



**JOB SUMMARY:**

The Director of Production is part of the Senior Management Team that shares executive responsibility for the organization as a whole. This position is specifically responsible for ensuring a sufficient and reliable supply of quality devices for Free Geek's volunteer disbursement, sales and hardware grants programs along with infrastructure needs. The incumbent will be expected to guarantee the security of data on all donated devices and build team strength and cohesion across all organizational levels in the Production Department.

**DETAILED ESSENTIAL RESPONSIBILITIES:**

**Departmental Management and Oversight**

- Hire, evaluate, mentor and discipline 4-8 FTE including one or more subordinate managers.
- Ensure that all relevant metrics and analyses are presented to the Senior Management Team and Board of Directors accurately and in a timely fashion.
- Meet regularly with other managers and stakeholders to discuss technical issues.
- Recruit, train and retain instructors for Free Geek's computer reuse programs.
- Work with other staff and contractors to maximize production within established guidelines for device quality and environmental responsibility.
- Work with other staff and contractors to identify and develop emerging production streams.
- Ensure complete, accurate and up-to-date documentation for all production workflows and practices.
- Ensure compliance with industry best practices and relevant legal requirements for data destruction and other security measures to protect data on donated devices.
- Implement the Board's priorities for production for different Free Geek programs and infrastructure needs.
- Other duties as may be necessary or desirable.

**Senior Management Team Participation**

- Propose strategic priorities and annual budget to the Board.
- Actively engage the Board in necessary conversations about relevant issues and information.
- Ensure a positive public image for Free Geek.
- Ensure adequate organizational income and responsible organizational expenses.
- Align all operations with Free Geek's mission, values and goals.
- Hire, evaluate, mentor and discipline a Human Resources Partner who crosses departmental lines.
- Propose hiring decisions, performance evaluations and disciplinary actions regarding other members of the Senior Management Team to the Board.

## **REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:**

- Ability to effectively guide and direct the work of employees with a broad range of duties and skill levels.
- Ability to clarify areas of agreement and call out areas of disagreement in order to help team members articulate and hear legitimate concerns.
- Confidence to implement decisions even in the absence of unanimity.
- Basic to intermediate knowledge of principles and practices of project management, such as would typically be gained by 1-3 years of experience regularly leading technical, manufacturing, documentation or strategic planning projects to successful completion.
- Basic to intermediate knowledge of technology lifecycles for computers and other consumer electronic devices, such as would typically be gained by 1-3 years of progressively responsible full-time experience working with hardware and software in different states of completeness and functionality.
- Ability to demonstrate working knowledge of methods specified by the Defense Security Service's *Clearing and Sanitization Matrix* and the National Institute of Standards and Technology's data sanitization standard within one month of hire.
- Ability to effectively manage a broad range of projects and activities at one time.
- Ability to develop and maintain organized systems.
- Ability to routinely maintain a calm, positive and professional attitude in a sometimes chaotic environment.
- Excellent written and verbal communication skills.
- Good interpersonal skills.
- Proficiency with using standard office software.
- Fluency in written and spoken English.
- One year of supervisory experience.
- Ability to identify organizational strengths, weakness, opportunities and threats over a five-year planning window.
- Ability to map strategic priorities to budget line items.
- Ability to synthesize large amounts of information from diverse sources into concise reports.
- Ability to recognize and predict responses to organizational actions by varying constituencies.
- Intermediate to advanced knowledge of principles and practices of budget management.
- Ability to apply multiple methods of analysis to complicated problems.
- Strong motivation and aptitude for self-directed learning.

## **DESIRED SKILLS, KNOWLEDGE AND ABILITIES:**

- Demonstrated confidence and competence working with diverse populations.
- Fluency in Spanish or another language besides English.
- 3-5 years of supervisory experience.