Kootenay Co-op Radio
Operations and Programming Manager (OPM)
Job Description
Aug 2018

Hours and remuneration: 20 hours per week @ $22/hour
Reports to: Board of Directors, Personnel Committee
Works closely with: Tech Committee, Building Committee, Programming Committee, Administrative Manager, Kootenay Morning Producer/Spoken Word Programming Coordinator, Volunteer Receptionists
Supervises: KCR tech volunteers and Volunteer Receptionists (when undertaking technical tasks), Kootenay Morning Producer/Spoken Word Programming Coordinator, short-term and contract staff as appropriate

The Operations and Programming Manager is responsible for overseeing Kootenay Co-op Radio's day-to-day technical and building maintenance operations, assisting programmers, and ensuring the scheduling and downloading of imported and repeat programming. They will also work with the Programming Committee and the Kootenay Morning Producer/Spoken Word Coordinator to carry out other programming operations as required.

A. Overview of Responsibilities:

- Plans and manages technical and building operations
- Works with Programming Committee and Kootenay Morning Producer/Spoken Word Programming Coordinator to develop a plan to support programmers and carry out programming operations
- Shares responsibility with other staff for KCR office duties, and maintains a schedule to ensure coverage
- Ensures technical compliance with regulators (with Administrative Manager)
- Participates in KCRs annual strategic planning process
- Attends staff meetings
- Reports in writing to the board of directors monthly and attends board meetings as required
- Submits a final report to ensure job continuity and appropriate training is available to successor
- Works in collaboration with other staff to ensure responsibilities are shared and covered, but not duplicated

B. Technical Operations:

1. **TECHNICAL COMMITTEE**
   - Chairs Technical Committee
     - recruits volunteers with technical skills and knowledge
     - orients new committee members
     - communicates board goals to committee and committee requests to board

2. **TECHNICAL PLANS, RESOURCES, AND DOCUMENTS**
   - Develops and maintains:
     - an annual tech work plan (with Tech Committee)
     - a database of consultants, contractors, and volunteers with technical skills and knowledge
     - an inventory of equipment
     - engineering records, noting new purchases, installation dates, equipment performance
     - a file of warranties and manuals
     - an Operations Handbook documenting KCR's operations and systems
     - a backup of key documents (to be shared with KCR's Administrative Manager)
     - an annual technical budget and plans for equipment acquisition (with Tech Committee)

- an equipment and network maintenance schedule (with Tech Committee)
- operational processes, policies, and procedures (with Tech Committee)

3. **BROADCASTING, LIVE SOUND, AND COMPUTER SYSTEMS**
   - Installs, maintains, and upgrades:
     - transmission, production, live sound, back-up, and computer equipment
     - networks, servers, hardware, and software
     - printers and other office equipment
     - databases and programming logger
     - portable recorders
   - Troubleshoots audio and equipment issues
   - Hires contractors for special technical projects (with Administrative Manager)
   - Finds and pursues funding opportunities for technical improvements (with Administrative Manager)
   - Manages technical aspects of live broadcasts and public performances

4. **REGULATORY COMPLIANCE**
   - With Administrative Manager, ensures technical compliance, and logs and reports any breaches
     - with respect to our Broadcasting License or Broadcasting Certificate
     - in operation of our NPAS or broadcast logging system
     - of other ISED, CRTC, NAV/CAN or other municipal, provincial, or federal regulations related to technical aspects of broadcasting and public safety

5. **TECHNICAL TRAINING**
   - Plans and delivers technical training to:
     - volunteers and Volunteer Receptionists carrying out technical tasks
     - programmers (with Programming Committee)
     - project or temporary staff

C. Building Operations:

1. BUILDING COMMITTEE:
- Chairs Building Committee
  - recruits volunteers with trades skills and knowledge
  - orients new committee members
  - communicates board goals to committee and committee requests to board

2. BUILDING RESOURCES, PLANS, AND DOCUMENTS
- Develops:
  - an annual building work plan (with Building Committee)
  - an annual building budget (with Building Committee)
  - an emergency preparedness checklist and plan

- Develops and maintains:
  - a database of consultants, contractors, and volunteers with trades skills and knowledge
  - construction records, invoices, and building permits
  - Inspection records, warranties, and manuals
  - a backup of key documents (shared with KCR's Administrative Manager)

3. BUILDING MAINTENANCE AND IMPROVEMENTS

- Analyzes process workflow, space requirements and equipment layout and implements changes
- Assists Building Committee volunteers and contractors with building maintenance and improvements
- Finds and pursues funding opportunities for building, accessibility, and infrastructure improvements (with Administrative Manager)
- Hires contractors for special construction projects (with Administrative Manager)
- Liaises with fire inspectors and other safety professionals
- Ensures:
    - bi-annual safety audits of station premises are completed and reported
    - premises are safe, well-maintained, and in compliance with city bylaws
    - insurance coverage is appropriate (with Administrative Manager)

D. Technical and Programming Emergencies:

- Acts as emergency contact in case of programmer access, show continuity, technical problems, or station emergencies.
- When not available, ensures that this responsibility is delegated.

E. Programming Training and Support:

1. PROGRAM SCHEDULING:
- Schedules and prepares:
    - weekly recorded and downloaded programming; delegating production work to volunteers where possible
    - summer and winter break programming

2. PROGRAMMING:
- Works with the Programming Committee to manage:
    - season transitions
    - programmer training
    - substantive music programming issues/complaints
    - programming and operational aspects of Membership Drive

- Assists programmers with daily technical and other issues where possible
- Communicates with programmers about upcoming events, KCR expectations and policies, and their volunteer responsibilities.
- Tracks volunteer hours, and applies consequences for non-volunteering (in consultation with Programming Committee)
- Inform programmers of upcoming SOCAN monitoring periods and ensure program logs are compliant, complete, and submitted.
- Other duties as assigned by the Programming Committee

F. MISCELLANEOUS:

1. **MEETINGS:**
   - Attends board meetings as required
   - Attends staff meetings
   - Attends Programming Committee meetings
   - Schedules, sets agendas for, attends, and takes and files minutes for Tech, and Building Committee meetings
   - Meets with Personnel Committee quarterly

2. **REPORTING AND TRACKING:**
   - Tracks weekly work hours in broad areas of activity
   - Reports monthly in writing to the board of directors

3. **OTHER:**
   - May participate in hiring processes for grant-based or short-term job positions related to tech, building, or programming
   - Participates in KCRs annual strategic planning process
   - Shares responsibilities for office hours with other staff
   - Assist with KCR's Membership Drive as needed
   - Submits all operational invoices to the Administrative Manager promptly
   - Answers emails and phone messages about technical and operational topics
   - Ensures that email and volunteer databases are maintained (with Administrative Manager, Volunteer Receptionists, and other staff)

F. DESIRED QUALIFICATIONS:

The ideal candidate will be motivated, creative and efficient, with great problem solving skills. They will also have clear written and verbal communication skills, the ability to de-escalate conflict and to openly give and accept feedback. They will also have excellent time-management skills; and the ability to be self-directed and work effectively, with minimal supervision.

Some training will be provided, but the ideal candidate will have or learn the following core competencies quickly:
- a sound conceptual understanding of radio transmission,
- a working knowledge of Windows and Linux operating systems
- live sound engineering
- basic building maintenance
- familiarity with the *Broadcasting Act* and CRTC regulations related to broadcasting,
- familiarity with Innovation, Science and Economic Development Canada regulations, codes, and processes relevant to radio broadcasting
- familiarity with audio editing programs (Audacity, Sound Forge),
- ability to manage security and stability of a network, including backups and recovery,
- experience with training volunteers

Candidates must hold a valid drivers licence and have access to a reliable vehicle.