



AutonomyWorks

Title: Operations Lead

Location: Downers Grove

Type: Full-time

The Company:

AutonomyWorks is a dynamic Social Enterprise whose mission is to create thousands of jobs for people with autism. We support clients around the country on the cutting edge of digital media and technology. Our work includes media operations, content management, and reporting and analytics. We have developed proprietary methods and tools that enable our team of Associates to deliver at exceptional levels of quality and productivity.

Led by a team of industry veterans, AutonomyWorks is growing rapidly and looking for motivated innovators to join our Team.

The Opportunity:

The Operations Lead will be a critical team member responsible for the execution of our client deliverables and daily operations. The candidate will have three primary sets of responsibilities:

- Direct daily operations to deliver on-time, high-quality client deliverables
- Coordinate with clients to ensure successful and timely execution
- Create processes and tools that streamline the operations

Key Responsibilities

- Work with other members of the operations team to ensure appropriate resource allocation across clients, efficient workflow and flawless output.
- Work with clients to ensure all requests are complete and accurate. QA deliverables before client delivery.
- Collaborate with the Associate team to identify client issues, find resolution, and develop action plans that eliminate future problems.
- Identify, address, and resolve process and operational issues. Work with teams to design and implement new tools and systems to improve efficiency and quality.
- Identify quality and productivity performance issues and work with the Talent Development Team to develop and implement solutions.
- Work with Account Management to define client expectations, establish scope, and implement new projects.



AutonomyWorks

Skills and Knowledge:

- Excellent communication and interpersonal skills, with the ability to converse with clients and Associates to address requests and issues in an expedient and productive manner
- Process and workflow oriented with exceptional organizational skills and the ability to manage multiple ongoing projects with rapidly altering priorities and tight deadlines
- Team orientation, a positive attitude, and the ability to thrive in a collaborative environment.
- Proficiency with MS Office (Word, Excel, PowerPoint) and other basic desktop applications is assumed.
- A commitment to creating new ways of approaching and solving existing problems with innovative solutions.

Qualifications and Experience:

- Bachelor's degree with relevant coursework
- One to five years of relevant work or internship experience
- A desire to change how the world views people with disabilities is required

AutonomyWorks offers the opportunity to make a difference in an excellent work environment with competitive pay and benefits. To be considered, please send a cover letter noting the position of interest with salary expectations and resume to recruiting@emailautonomy.com. To learn more about our dynamic company visit our web site at www.autonomy-works.com. Additionally, we are an Equal Opportunity Employer that values the strength diversity brings to our workplace.