



FLORIDA COLLEGE

Job Description - Online Education Operations Manager

Florida College's Office of Online Education, including Fortress Christian School, is seeking a full-time Operations Manager to coordinate the non-academic operations of Online Education, including logistics and administrative systems. This position reports to the Director of Online Education. The ideal candidate is highly organized and detail-oriented, comfortable managing multiple priorities and people at once, and able to take a project from concept to completion without close supervision.

Key Responsibilities

- **Calendars, Schedules, and Deadlines:** Maintain calendars, schedules, and deadlines across departments, keep the right people informed of changes, and track recurring operational responsibilities throughout the academic year.
- **Logistics:** Coordinate logistics for meetings, events, and orientations. Own the ordering, shipping, and distribution of textbooks and course materials for online and dual-enrollment students.
- **Administrative Support to Leadership:** Provide administrative support to the Director, including scheduling, agendas, documents, and purchasing, and manage assigned projects from planning through completion.
- **Communication:** Coordinate communication between departments so that important information is shared accurately and on time. Maintain professional, responsive communication with students, families, faculty, staff, and outside partners.
- **Systems and Documentation:** Maintain accurate and organized school records, data, and documentation. Design, improve, and maintain processes and systems for tracking information, deadlines, and projects that could span multiple departments.
- **Staff Support:** Assist with staff meetings, training, professional development, and other staff activities. Track required staff forms, acknowledgments, and deadlines, and help make sure staff have the information and resources they need.

Minimum Qualifications

- Highly organized, with exceptional attention to detail and follow-through.
- Strong time management and prioritization skills, with the ability to manage multiple responsibilities and deadlines at the same time.
- Strong written and verbal communication skills, with the ability to communicate professionally with faculty, staff, students, families, and outside partners.
- Proficient in Microsoft Office and Microsoft 365, including Word, Excel, Outlook, Teams, and SharePoint, and able to learn and use new technology and software systems.
- Able to work independently, take initiative, anticipate needs, and make appropriate decisions within assigned responsibilities.
- Experience supervising, coaching, or directing the work of other staff, with the ability to set clear expectations and hold people accountable to deadlines and quality standards.
- Strong problem-solving skills, with the ability to identify practical solutions to operational challenges.



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- Demonstrated ability to maintain confidentiality and handle sensitive information appropriately.
- Able to work collaboratively and provide excellent customer service to students, families, faculty, and staff.
- Willing to assist with occasional evening, weekend, or travel responsibilities tied to school events.
- Thrives in a fast-moving, collaborative environment, providing the structure and follow-through needed to turn ideas into action.

Preferred Qualifications

- Bachelor's degree or relevant experience in education, business administration, operations, office administration, or a related field.
- Experience working in a school, educational organization, or administrative environment.
- Experience managing projects, schedules, records, or operational systems.
- Experience working in an online or virtual education environment.
- Experience developing or improving administrative processes and organizational systems.
- Experience as a business manager, operations manager, or similar role with exposure to budgeting, accounts receivable/payable, or other financial operations, ideally in a school or educational setting.

How to Apply

Submit a cover letter, resume, and two references with contact information to Wes Mallory, Human Resources Director, at malloryw@floridacollege.edu. Please include "Online Education Operations Manager" in the subject line.

Florida College is committed to maintaining a safe and secure campus environment and protecting the institution's financial and physical assets. Therefore, Florida College conducts background checks on all employment finalists. Successful candidates must demonstrate support for Florida College's mission and values.

Florida College is an Equal Opportunity Employer and does not engage in prohibited discrimination in employment based on race, color, religion, national or ethnic origin, age, sex, disability, or prior military service. Florida College complies with applicable federal and state nondiscrimination laws.