Title: FM Operations Manager
Reports to: Chief Content Officer
FSLA Status: Exempt
Version: 1.0

The FM Operations Manager (Director title commensurate with experience) is responsible for the systems within FM that ensures efficient delivery of content for Alaska Public Media (AKPM) that serves the Alaska community, builds audience and encourages audience engagement while enhancing AKPM revenue initiatives. The Manager will lead a talented team of producers, hosts and operators; collaborate with engineering, development and news; promote national, regional, and local public media content; and engage with and grow community partners. Additionally, the FM Operations Manager is integral to FM’s signature on-air sound, the stability of FM operations and AKPM’s Emergency Response Team.

AKPM is the source for NPR radio and PBS television for South Central Alaska and stewards the Statewide News.

Essential Functions:
- Supervise the Audio Media Content Producer, FM Technical Operator, contract operators and seasonal interns.
- Serve as AKPM contact to contract and volunteer hosts for Outdoor Explorer and KSKA music.
- Manage FM traffic and operations to maintain the KSKA-FM program schedule assuring that all programs are properly placed, timed and are available for broadcast.
- Manage national program subscriptions and downloads via Content Depot, PRX, FTP, and web delivery.
- In collaboration with the Chief Content Officer, implement program changes, substitutions, and adjustments as necessary in ENCO and ProTrack.
- Manage workflow of traffic system (complete daily logs) to radio automation system (complete playlists) so broadcast is automated and unmanned.
  - Ensure the preparation of daily, detailed program logs, record schedules and discrepancy reports for KSKA and SIP.
  - Build and update ENCO FM clocks and daily playlists.
- Oversee the management and maintenance of the program library including:
  - tracking program rights and clearances
  - properly marking and ingesting programming materials
  - deleting obsolete materials
- Manage weekly program promos for KSKA (i.e. national, local, audio, etc.).
- Maintain instructional and procedural documents for FM operational systems.
- Maintain weekly On Air Board Operator schedule.
Monitor and distribute operations and programming information to appropriate staff.
Voice approved AKPM announcements (i.e. NPAs, underwrites, promos, etc.).
Confirm all sponsorship spots broadcast on KSKA when contracted.
Manage the production and preparation of appropriate on-air promotional, public service and informational interstitial materials. Ensure these elements are appropriately placed in the daily logs as guided by the AKPM annual promotion strategies, development fundraising strategy, and AKPM marketing decisions.
In cooperation with the Engineering Department, ensure that all other programming streams (broadcast, online and satellite) are properly received, oriented, and delivered. Perform periodic reviews of traffic and automation systems for quality assurance.
Provide FM schedule, highlights and other information necessary to produce the monthly program guide in print and online.
In collaboration with the Chief Content Officer, ensure that KSKA programming complies with FCC (Federal Communication Commission) rules and regulations, NPR guidelines and station policies and procedures.
Field and respond to listener email and phone inquiries.
A member of the “on-call” list to respond to off-hours problems and outages.

Duties and Responsibilities:
• In conjunction with the Development Department, produce/edits content for FM (i.e. membership drives, End of the Year Asks, Pick, Click, Give, etc.).
• Ensure maintenance and back-up of all FM programming and promotion-related databases and files.
• Fill in as board operator, as needed.
• Other duties as assigned.

Required Qualifications:
• Associate Degree in Broadcasting or a related discipline.
• Commitment to mission, vision, and values of Alaska Public Media.
• Experience with advanced computer database applications.
• Two years systems management experience.
• Five years broadcast board operations experience with skills and knowledge of digital audio processing.
• Ability to work unsupervised, set priorities and meet deadlines.
• Positive oral and written communications skills.
• Proficient computer skill and knowledge of the latest operation systems (such as Enco and Wheatnet), audio software applications (such as Adobe Audition), internet applications, and FTP.
• Broad understanding of production across media platforms.
Desired Qualifications:

- Advanced degree in broadcasting or communications.
- Experience with ProTrack (or other) programming and traffic software and associated automation database in a public broadcast station.
- At least two years of supervisory experience in a radio digital programming environment. Director title will be considered with a minimum of five years of supervisory experience.
- Prior NPR/public radio production, audio recording, editing, and live on-air hosting experience.

Allowable Substitutions
If necessary, alternative combinations of education and experience will be evaluated by the Human Resources Office for comparability.

Competencies:

- Act in accordance with AKPM policies.
- Support AKPM compliance efforts with FCC, CPB, NPR and PBS rules and regulations.
- Communicate effectively.
- Apply critical thinking and problem solving skills.
- Maintain positive relationships with both internal and external customers.
- Demonstrate consistent outstanding customer service.
- Proficient at computer use to include office software products, custom software packages, internet and e-mail.
- Consistently demonstrate ethical behavior.
- Must exercise good judgement for the prompt completion of responsibilities.

Employee Expectations:
Must be able to work in a constantly changing environment with demonstrated ability to juggle and prioritize multiple, competing tasks and demands while seeking supervisory assistance as appropriate.

Physical Demands:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

The employee is regularly required to stand, walk and sit; use hands to handle or feet; reach with hands and arms; talk and hear. The employee is occasionally required to stoop, kneel, crouch or crawl. The employee must be able to lift and/or move up to 40 pounds.
Work Environment:
The work environment characteristics described here are typical of a television/radio broadcast office environment and representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations will be made to enable individuals with disabilities to perform essential functions.

The noise level in the work environment is usually moderate.

Alaska Public Media is an equal opportunity employer.

I, ____________________________, received a copy of this job description on __________________________.

(Print Name) (Date)

Employee’s signature___________________________________________________________________