



Barefoot Books

step inside a story

Director of Operations

West Concord, MA

We're looking for an experienced, results-driven **Director of Operations** to join our small, mission-driven team in West Concord, MA. This hands-on leadership role reports to our CEO and works closely with everyone on our team.

You will be a curious, flexible, analytical and strategic thinker who thrives in a collaborative, fast-paced, creative environment. You will have a proven track record in an operations management role, preferably with experience in the publishing industry, working hands-on and collaboratively to implement and improve operational strategies, tools, policies and processes.

Most importantly, you share our mission to open children's hearts, minds and worlds.

What you'll do:

Overall Responsibilities

- Work collaboratively with our CEO and other team leaders to develop annual plans and a long-term strategy for business growth, while meeting sales, profit, and stakeholder goals;
- Manage operational systems to support financial goals, including recommending new strategies to address changing needs and resources;
- Drive assessment and implementation of new digital platforms, including product and CRM databases;
- Oversee our operations team, as well as our distribution and technology vendor relationships.

Inventory Management & Demand Planning

- Manage sales and production forecast process and reporting, and act as liaison with sales, marketing, finance and production teams;
- Coordinate with sales and marketing teams to identify key products for prioritization based on potential across all channels; run regular commits meetings with sales and marketing teams, and work with production on all commit needs;
- Manage inventory from initial publication through complete product lifecycle; establish and maintain company targets for order fill rate, inventory turn and obsolescence rates;
- Manage special builds, including new subscription box program and classroom sets, community bookseller starter kits, etc.;
- Identify, recommend and implement new inventory management and demand planning systems that meet the needs of the company going forward.

Warehouse & Fulfillment Management

- Manage relationships with three distribution partners in the US, Canada and the UK; oversee move to new fulfillment partner in the UK in 2021;
- Oversee and support all customer requirements including special builds, shipping windows and vendor compliance;
- Oversee customer credit limits based on finance team's guidelines and risk;
- Negotiate and manage distribution and shipping costs; do regular financial reviews and analyses, and make recommendations on cost control.

Sales Operations & Customer Service

- Oversee sales order processing across all sales channels, including book trade, gift & specialty, education & library, online B2C and B2B customers, and international distributors;
- Work closely with operations team to ensure accurate, timely product set-up in all systems;
- Work closely with editorial, sales and marketing teams to ensure competitive product pricing strategies, while maintaining appropriate margins;
- Manage team and oversee ticketing system and customer service processes; when appropriate, make recommendations to automate and streamline.

Reporting & Analytics

- Oversee all reporting for US, UK and CA warehouses including sales, product, backorders, inventory, consignment accounts and accounts receivable;
- Work closely with the CEO to develop, measure and report on KPIs across the business, including marketing, sales, product and customer service.

Technology (Website & Office IT)

- Be primary liaison with office tech supporter on ad hoc requirements and service renewal; be primary contact for Microsoft online account management;
- Work closely with the CEO, and technology and marketing teams, to oversee third party technology providers (website development partner, email service provider and offshore team) to ensure alignment of resources with revenue goals.

We're looking for someone who:

- Is prepared to roll up their sleeves and work collaboratively with our small, passionate team to help us make an impact;
- Has 5+ years of operational hands-on responsibility and leadership on a lean, entrepreneurial team, with at least 3 years in a sales operations role overseeing inventory management, order processing and customer service. International experience a plus;
- Has outstanding quantitative, analytical skills, with the ability to evaluate data and make operational and strategic decisions in both B2B and B2C businesses;
- Is familiar, and proficient with, current technology platforms, project management tools, product databases, and sales order processing systems;
- Has excellent leadership and interpersonal skills, positive energy, intellect, curiosity,

- respect for others and a good sense of humor;
- Believes strongly in Barefoot's mission to open children's hearts, minds and worlds.

To apply:

To apply, please email your resume and cover letter detailing your interest in, and qualifications for, the position to: Nancy Traversy, CEO, nancy.traversy@barefootbooks.com.

As a publisher whose core values focus on respect for the world's diversity and opening doors to underrepresented voices within the publishing industry, we strongly encourage candidates of color to apply. All qualified applicants will receive consideration for employment without regard to race, national origin, religion, age, color, sex, sexual orientation, gender identity, disability, or protected veteran status.

About Us:

"The standard for excellence in children's books" — *Forbes*

Founded in England in 1992, we are an award-winning, independent children's publisher based in Cambridge, MA, with a mission to share stories, connect families and inspire children. In 2017, we were named by Forbes as one of the [25 Best Small Companies in America](#).

We have created more than 700 books, spoken word stories, music, animations, characters, puzzles and games that open children's hearts and minds to our wonderfully diverse world. Our first app, [Barefoot World Atlas](#), has had 4 million+ downloads and was selected by Apple as one of their top 10 apps of all time. Our [YouTube channel](#) has over 250 million views. A big part of our work is to support literacy initiatives across the globe and in 2019, in partnership with Books for Africa, we shipped 300K books to HIV / AIDS orphans and their caregivers in Mozambique.

However, our proudest accomplishment is to have put over 25 million books into the hands of children around the world. Renowned for our pioneering approach to creating and marketing high-quality, diverse and inclusive children's books, as well as our colorful, collaborative and fun working culture, we have laid the foundations to grow Barefoot into a timeless global family brand for the very best children's content. See our [Barefoot Manifesto here](#).