

Job Title: Content Operations Manager

Classification: Exempt

Grade Level: G

Reports to: Publications Director, Production

Date: August 2024

Summary/Objective

We are seeking an enthusiastic **Content Operations Manager** to leverage technology to drive content workflows in APS journals. In this role you will play a pivotal role in end-to-end content management and design of publishing operations and processes to deliver APS's highly regarded content to a wide range of stakeholders. The ideal candidate is a proactive self-starter with attention to detail and the ability to make well-reasoned decisions, build strong relationships with vendors and stakeholders, and further the mission of APS Publications.

Essential Functions

Responsible for ensuring efficient assimilation of content and metadata from submission and peer review to publication, indexing, and business applications. Recommend changes in content handling in alignment with changing industry standards and APS priorities. Collaborate with publishing vendors to improve APS content processing, such as for XML structure, accessibility, and indexing outputs.

Oversee integrations and/or system enhancements within current content management systems and recommend system updates to enhance metadata usefulness. Collaborate with cross-functional teams, such as Peer Review, Digital Publications, and Marketing, to ensure that any system changes are appropriately integrated with upstream and downstream workflows and that content remains functional across the life cycle of an article.

Lead and manage projects related to workflow improvements and system implementations, using change management and project management principles. Identify and monitor key performance indicators to guide adjustments in operational workflows within the APS publishing process. Identify areas for improvement as well



as potential risks and challenges, and implement solutions and contingencies to optimize workflows, reduce publication time and enhance stakeholder experience. Contribute to a culture of continuous improvement within the organization.

Proactively provide technical expertise on systems and processes, recommending improved ways of handling content from end to end. Identify opportunities for adopting new products and add-ons, including new publishing tools; contribute to the development and deployment of new services; assist in RFPs related to content management systems and guide product selection and removal.

Oversee delivery and curation of content to external stakeholders such as PubMed, PubMed Central, OA Switchboard, Crossref, and Web of Science and serve as liaison for troubleshooting and correcting errors with indexers. Execute and confirm completion of corrections and other updates to content during all stages of the publishing process.

Ensure production workflows and technical documentation such as workflow flowcharts, standard operating procedures, and dashboard reporting needs are maintained. Ensure that articles and other products meet APS quality standards and follow current policies and procedures.

Build and maintain network and personal contacts within the scholarly publishing community and stay abreast of publishing technical standards, such as those published by NISO. Foster an environment of innovation to explore new tools, processes, and technologies that can enhance operational workflows.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Competencies

1. Experience in scholarly publishing, with a strong emphasis on content and electronic publishing workflows;
2. Knowledge of editorial processes, including peer review, production, and indexing, as well as familiarity with associated software platforms;
3. Working knowledge in metadata standards (e.g. JATS and persistent identifiers) and XML technologies (XML, schema, DTD).
4. Working knowledge of Microsoft Office, XML editors, content management systems.



5. Ability to work well in an environment of changing priorities and needs and to work well independently as well as part of a team.
6. Strong logical reasoning skills and pro-active approach to problem solving;
7. Strong multitasking and organizational skills, and strong follow through, to balance both day-to-day deliverables and long term goals/projects;
8. Strong data analysis skills, including operational performance metrics;
9. Excellent oral and written communications skills, including the ability to explain technical concepts to nontechnical audience;
10. Project management skills a plus.
11. Engaged in support of the APS mission: empowering discovery to improve health

Required Education and Experience

1. Bachelor's Degree required. Applicants with an advanced degree (Masters or higher) in science are encouraged to apply.
2. Scientific publishing experience and knowledge of content technology workflows required.
3. Successful Content Operations Manager candidates should have 5+ years of experience with an advanced degree or 7 - 10+ years of experience with a bachelor's degree.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Benefits

This position is a full-time, exempt position. APS offers a competitive salary with excellent benefits, including a 403(b)-retirement plan; holidays, generous annual and sick leave; medical, dental, and vision insurance plans; flexible spending; and life and short-and long-term disability insurance. **Where will you work?** We are a remote-first organization. We do have office space and there will be times when an in-person division meeting or staff meeting will be held at the office. Some staff work in the office 2 - 3 times per week, others come in once a month. The key is to identify with supervisors what works best for staff to produce the best outcomes. The APS office is based in Rockville, MD (Washington DC metro area) and preference will be given to candidates from this area.



To Apply

All qualified applicants must send a cover letter, including salary requirements and a resume, to resume@physiology.org.

To learn more about APS, please visit: <https://www.physiology.org>

To learn more about APS Publications, please visit <https://journals.physiology.org>.

APS is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.