

American Radio Relay League Inc.
W1AW Station Manager

Department:	W1AW	Grade:	11
Reports To:	Lab Manager	Classification:	Exempt
Supervises Direct:	1	Supervises Indirect:	0
Starting Salary Range: \$72,000 - \$77,000			

Role:

The W1AW Station Manger must have expertise in amateur radio operating, related equipment and excellent customer service skills. Responsibilities including managing and maintaining the day-to-day operations of the W1AW station. This includes planning and specifying the equipment used in the station and specifying the antenna systems, diagnosis and repair of failures in station equipment, meeting the operation schedule, staffing schedule, visitor operations, and supervising the maintenance of the antenna systems.

Providing technical input, scripting and talent for the technical videos and online presentations produced by the Marketing Department, and Laboratory as part of the ARRL's mission to educate radio amateurs.

Essential Functions & Responsibilities:

Manage the overall technical operations of the W1AW station, from the bulletins to the visitor operations.

Maintain all station equipment. Adjust station equipment as needed. Troubleshoot any failures that may occur in station equipment, identifying which equipment has failed and either troubleshooting the problem or coordinating needed repairs with the equipment manufacturer. Test the spurious emissions from the station transmitters annually or as needed.

Manage the station, W1AW staff and volunteers, including guaranteeing station coverage, proper training of staff and volunteers, cleanliness and organization of the station.

Assist the Laboratory with testing of Amateur equipment by making W1AW resources available as needed.

Interface with the Facilities Manager and various contractors to accomplish required maintenance of W1AW.

Greet visitors and lead tours of the station and being familiar with the station's history and operations to provide a memorable operating experience for visitors.

As part of the annual budget and business-planning process, prepare reports and material to be included in the overall W1AW and Laboratory business plans.

As assigned, represent ARRL at conventions, hamfests and other approved events, in person and via electronic means, such as webinars.

Other projects and duties as assigned.

Performance Measurements:

1. Contribute to creating positive energy and fostering a team atmosphere, showing excitement and pride in the team's work, and being accountable for results.
2. Exhibit proficiency with a broad range of Amateur Radio operating and technical skills.
3. Exhibit a strong ability to supervise and effectively lead staff and volunteers.
4. Ability to successfully interface with members and colleagues, both inside and outside the organization, with minimal supervision.
5. Maintain a high work ethic including a reliable schedule with flexibility, organization and cleanliness.

Knowledge and Skills:

- Experience Five to eight years of similar or related experience.
- Education A two-year college degree or four to eight years of job specific skills acquired through on-the-job training.
- Interpersonal Skills Courtesy, tact, and diplomacy are essential elements of the job. Work involves much personal contact with others inside and/or outside the organization for purposes of giving or obtaining information, building relationships, or soliciting cooperation. Discussions may involve confidentiality and discretion, requiring diplomacy and tact.
- Other Skills * FCC issued Amateur Radio Extra Class License required.
* Proficiency in Windows and Microsoft office operating systems and programs.
* Ability to troubleshoot electronics equipment.
* 10+ years of Amateur Radio experience across all areas of the Service.
* Proficiency in soldering, basic electronics repair and antenna construction and repair.
* Must have excellent communication and customer service skills.
- Physical Requirements * Must be able to lift, move, install and maintain radio equipment including amplifiers weighing less than 100 pounds.
* Ability to use required tools to perform job function.
* Must be able to perform light building maintenance and cleaning.
- Work Environment * On site office environment with high level of electronics in Newington, CT.
* On the ground Outside work.
* Schedule to include weekends and nights occasionally.