



**SUPERVISOR PUBLICATIONS PEER REVIEW SUPPORT  
PUBLISHING OPERATIONS - NJ  
EOE M/F/D/V**

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Full-time Exempt

25 February 2009

**Job Code: E2527-11399**

**Salary Band: EE05**

**Responsibilities:** The person in this position will provide leadership to the team responsible for supporting IEEE societies in the receipt, database management, review, and timely publication of journal manuscripts, managing the support process for users of IEEE electronic publishing applications and tools, and specifically for users of on-line peer review tools. To ensure timeliness and accurate, value-added processing of journal content, the Supervisor Pubs Peer Review Support is responsible for the following tasks:

- Supervise the daily processes, workflows, and projects of publications review and escalate issues as needed to management
- Provide supervision for staff working in publications review while supporting volunteer Editor in Chief's (EICs) in the on-line peer review process by taking on administrator responsibility for multiple society Manuscript Central (MC) sites, directly or through supervised staff.
- Track progress of reviews and work with EIC to ensure timely completion by reviewers, associate editors, and authors.
- Act as first point of contact for system user questions, taking on responsibility to ensure that all questions are answered in a timely manner.
- Work with EICs and editorial board members to create custom reports to both help monitor and expedite progress of manuscripts in the queue, develop metrics, and monitor the overall activity of all participants.
- Seek permanent resolution to problems and monitor end-user queries to identify opportunities for improvement in functionality and/or performance of support tools and systems
- Support IEEE editorial office configurations and use of electronic publishing applications and tools, assisting in configuration, testing, and deployment of IEEE tools developed to improve the efficiency and ease-of-use of the on-line peer review process.

**Requirements:** Bachelor's degree in English or communications is required. An advanced degree is desirable. The candidate must have 5 years of directly related experience (i.e., working with on-line peer review systems), excellent interpersonal, customer service, and communication skills. The ability to handle multiple tasks and meet deadlines, along with the ability to work independently, are required. Proficiency in word processing and database systems required. Knowledge of reporting software, XML-driven systems, and project management experience are preferred. Advanced Excel skills are required. The candidate must be able to read and understand written input from all levels of internal staff as well as from external customers and vendors. Writing skills are important, as the candidate will be required to create effective documentation of system requirements, functional specifications, and processes. Candidate must develop effective external communications with volunteers, authors, and vendors and interact professionally with colleagues, vendors, and volunteer EICs, in person as well as via telephone. Must be diplomatic, responsive, and a team player.

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