



*As a brand and retail marketing agency, we deliver innovative solutions for our clients and their brands that attract, engage, and connect with customers.*

<b>Job Title:</b>	<b>Project Manager</b>
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**Department:** Project Management

**Reports To:** Director of Project Management and Production

**Job Summary:** The project manager is a technical expert who manages projects ensuring project success. As the point person for project communication, the project manager provides a positive and informative experience and fosters partnerships with both internal and external stakeholders. A project manager will communicate with the client as a technical expert and be the main point of contact for production oriented clients as assigned by the Director.

**Essential Duties and Responsibilities:**

**Project Management**

- Lead projects by setting, managing and effectively communicating project expectations and deliverables to team members and stakeholders in a timely and clear fashion.
- Assesses critical aspects and milestones of project including project plans, work-back schedules and timelines
- Identify and obtain missing information or assets
- Manages the project budget for production. Makes changes as necessary
- Manages multiple projects simultaneously
- Manages production information via written job ticket and grids
- Proactively manage change orders, identify potential crises, and devise contingency plans
- Verify all client changes are recorded, communicated to all stakeholders and billed for
- Conduct project post mortems, identify trends and create a recommendations report in order to identify successful project elements.
- Maintains project records for future reference
- Embrace and always have behavior consistent to Ivey's core values
- Serves the Ivey team and our clients as a strong, professional resource, adept at representing Ivey and our clients simultaneously

**Client Services**

- Be the primary contact for production based clients as directed and lead the scoping, spec gathering, RFE creation and presentation (with support from the Director of Client Services).
- Form strong relationships with key clients based upon an understanding of their businesses and their goals
- Engages clients in dialogue on new products, technologies, planning and solutions
- Forecast client work based on known projects and future opportunities

**Knowledge, Skills and Abilities**

- Working knowledge of common graphic applications



- Proficient project management planning skills including time management and superior organization skills
- Ability to work long hours in a stressful environment
- Ability to conform to shifting priorities, demands and timelines through analytical and problem-solving capabilities
- Proven experience at working both independently and in a team-oriented, collaborative environment
- Ability to elicit cooperation from a wide variety of sources, including management, clients, 3<sup>rd</sup> party vendors, and other departments
- Ability to recognize and operate with a heightened sense of urgency to lead projects through all production phases, managing tight deadlines and changing situations

**Requirements:** *(physical demands, experience, training, skills or education)*

- Minimum of five years in a project management capacity, preferably in the retail, marketing or print industry or equivalent experience
- 4-year college degree
- Proficient with Word and Excel
- Excellent communication skills; listening, engaging others, recording details, interacting with a variety of personalities in an effective and positive manner
- Effective problem solving ability
- Sound critical thinking skills
- Professional demeanor and appearance
- Persuasive, encouraging, and motivating
- Quick learner
- An understanding of general business concepts
- Familiar with a variety of the industry's concepts, practices and procedures