

Reports to: Director of Production

Key Objectives

- Manage traffic and communication within team & provide leadership
 - Manage all one-time and recurring projects assigned to team
 - Manage client expectations and communication related to one-time projects and recurring services
 - Oversee all work related to team-assigned recurring services
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Team TLC (Traffic, Learn, Communication)

- Plan weekly traffic (task assignments) for team members, based on deliverable needs for all team-assigned projects and recurring services
- Update traffic assignments daily based on changing needs and work completed
- Incorporate plug-in updates, theme updates, and projectized support within traffic schedule as needed
- Lead a daily team huddle to review traffic and updates on projects
- Ensure team is learning continuously and sharing that learning with each other
- Ensure open and fluid conversation within team between self, content strategist, and web designer/developer
- Maintain communication with Support Manager regarding all projectized support needs
- Maintain communication with Account Manager and other Account Team members regarding client accounts
- Ensure projects are completed on schedule

Manage Website Projects

- Ensure Theme Website System (TWS) is followed & maintained
- Manage all client communication & ensure expectations are maintained during project
- Ensure production team has materials needed for build & all work performed
- Follow project scope & process change orders when scope is altered
- Ensure project is completed within timeline established

Manage Recurring Services

- Coordinate all team-assigned recurring services, ensuring systems are followed for each service



Job Description: Project Manager

Updated 10/22/2018

- Manage all client communication & ensure expectations are maintained during the delivery of the service, in coordination with the Account Manager
- Assign specific tasks related to recurring services execution to team members and self
- Execute certain tasks related to recurring services
- Ensure best practices are maintained for recurring services and maintain active understanding of up-to-date best practices (recommending system updates when needed)
- Ensure recurring services projects are assessed quarterly for effectiveness, reporting results to Account Manager for each account
- Ensure recurring services are completed on schedule

Production Standards

- Log all time accurately, at least 37.5 hours per 40-hour week worked
- Report metrics weekly
- Follow traffic calendar
- Communicate project changes or timeline changes immediately

Overall Responsibilities

- Adhere to and promote Engenius' Core Values & Principles of Good Business
- Follow all processes and procedures; propose changes for good to your supervisor
- Meet quarterly targets & complete code greens or code reds whenever warranted
- Update Hubspot CRM with all client communication
- Attending meetings as assigned (daily huddles, weekly team meetings, Special Fridays, and off-sites)
- Other tasks as assigned