



**Job Title:** Project Manager  
**Reports to:** Major Accounts Sales Director

### **Overview of Position**

This is an opportunity for a bright, energetic professional to work with a full-service marketing communications company. The Project Manager is responsible for development, implementation, maintenance, and on-going enhancement of client-specific project initiatives. The successful candidate will be responsible for project execution through a cross-functional account team including external supply chain partners in support of the client and stated account strategies. This is a full-time, exempt position generally working Monday through Friday from 8:00 am to 5:00 pm and additional hours as needed.

### **Primary Responsibilities**

- Work directly with the client and work closely with the sale team to understand the client's overall business objectives, translate stated account strategies into actionable project plans, and assure all internal and external resources are aligned to meet those objectives.
- Lead and facilitate projects from discovery process to completion. Closely monitor the status of projects, communicate status with sales team, client, and supply chain, addressing any issues and revising the schedule as required.
- Coordinate with internal account team members and the supply chain to ensure the project requirements, scope and deliverables are clearly understood and ensure that deadlines are met on time with consistency and accuracy.
- Upon completion of project, ensures goals or objectives have been accomplished within prescribed time frame; verify costs are within established budget; and quality standards have been met.
- Manage fulfillment programs, including inventory levels, restock quantities, and reorder points.
- Facilitate change management process and manage client expectations.
- Consistently deliver a high level of customer service, striving to exceed client expectations while maintaining company standards, goals and philosophy.

### **Requirements**

- Bachelor's degree or equivalent work experience
- Minimum 3-5 years of project management and client relations experience
- Experience with printed materials, promotional products, POP, and direct mail a must
- Exceptional organizational skills and attention to detail
- Successful at maintaining and building strategic working relationships with clients
- Strong customer service orientation and the ability to work with people in varied organizational relationships
- Proven experience managing outside vendors, negotiating project costs and other project details, ensuring quality standards are maintained and deadlines are met
- Able to manage multiple projects simultaneously
- Strong written and oral communication skills
- Proficient with project management software such as MS-Project a plus
- Understanding of basic inventory and/or fulfillment practices, and experience working with an inventory management system (i.e. Smartsheet) a plus
- Strong computer skills with the ability to learn new software
- Above average time management and documentation skills
- Demonstrated problem solving and negotiation skills
- High level of flexibility, reliability and dependability