

Integrated Project Manager

The **Integrated Project Manager** must successfully manage and guide integrated campaigns through the Agency. The IPM must consistently deliver high-quality, profitable work through process and resource management. Emphasis is placed on efficient project workflow. Specific areas of responsibility include scheduling, securing specifications and assigning resources necessary to execute a variety of traditional and digital projects. Ability to prioritize workload and recommend process changes, as needed, is essential. The IPM will be an ambassador for the Agency's campaigns, working closely with the digital and creative departments to oversee design, development and the production process from start to finish. This position reports to the Project Management Supervisor. Responsibilities include:

Cross Functional Engagement

- Work with the client service teams to provide realistic timelines that create a winning scenario for both the Agency and the customers
- Monitor project progress and collaboratively revise timelines, sharing with extended team
- Release all project deliverables to Client, Vendor or Media Operations by due date
- Work with the Creative and Digital Directors to ensure timelines for integrated campaigns sync or overlap accordingly and contain appropriate cross-functional approvals
- Review weekly status sheets to ensure accuracy and proper assignments with agreed-to schedules; escalate risks to Creative and/or Digital Directors
- Set clear expectations for tasks, to do's and project deliverables to internal teams; provide timely information or specifications (technical, functional)
- Diplomatically managing team expectations with regard to schedule due dates, project progress, change management and reprioritization
- Work with other IPMs and Project Management Supervisor to ensure the cross-functional team workloads are balanced, reassigning when necessary
- Ensure testing and QA plans are developed and include appropriate team members
- Be a good problem solver for the teams and our business
- Encourage a culture of teamwork based on warmth, curiosity & perseverance

Process

- Monitor process and recommend improvements for efficient project workflow
- Optimize projects using the Workamajig Tool:
 - project estimates are approved prior to commencing work
 - project documentation is accurate, updated and appropriately shared (scope, team, schedule, status)
 - project milestone meetings are scheduled
 - projects are routed through deliverables for necessary proofing and approvals

Financial Management

- Have the agency's financial interests at heart while monitoring scope and potential scope creep for all customers; share scope creep with Production for incremental estimate

- Participate in job/estimate/resource reconciliation through monthly Project Summary Scoreboard meetings

Required Knowledge/Skills/Experience

- 3+ years agency or in-house experience
- BA in design, management or related field
- Software: MS Office (Word, Excel, PPT, Outlook), Creative Suite, Workamajig a plus
- Knowledge of current web trends and technologies
- Basic knowledge of content management systems (CMS) such as Umbraco, Wordpress and Drupal
- Overall digital knowledge of user interface (UI) design and development
- Clear presentation of project plans, schedules, issues, risks and requirements to appropriate team members
- Excellent verbal, written, listening, presentation and persuasion skills
- Very strong attention to detail and problem-solving skills
- Effective management of multiple, concurrent projects against aggressive timelines without compromising accuracy or quality
- Great interpersonal skills and a do-whatever-it-takes attitude
- Ability to work under time constraints in a fast-paced, high-volume, multitasking environment while still having fun and remaining calm and poised under pressure

Key Performance Indicators (KPIs)

- Successfully optimize WMJ tool
 - Daily
 - Review Staff Schedule dashboard and Traffic Calendar Hot Sheets
 - Utilize Conversations and Deliverables to document pertinent details, manage change and provide team direction
 - Monitor progress of active projects, set up incoming project schedules within 48 hours of kickoff, close out completed projects
 - Quarterly review and update of Client teams and project schedule templates
- Employee productivity with streamlined workflows
 - Daily review of Staff Schedule and Traffic Calendar to monitor absences, reprioritize and optimize resources with 50% + utilization
 - Streamlined schedules keeping average project lifecycle in 60-90-day range
- Employee career development and professional training; recommend and track quarterly achievements
- Profitable projects within allocated budgets, leveraging internal resources
 - Monthly Project Summary Scoreboard review of completed projects
 - Capture optimizations needed and key takeaways (capability gaps, cross-training needs, etc.)
 - Include responsible parties and due dates