

Production Supervisor

The **Production Supervisor** must successfully estimate all agency projects and purchase all outside services, ensuring best in class production solutions for customers. Emphasis on developing core strategies and standardized processes to guide the development of estimates and key production projects. The Production Supervisor will consistently deliver on-budget and on-time customer materials. Specific areas of responsibility include estimating, print, photography and video production methodologies & technologies, supplier sourcing & management. Collaboration with internal creative, digital and account departments is necessary to ensure thorough scopes are provided or developed. This position reports to the VP Production. Responsibilities include:

Cross Functional Engagement

- Be a strategic problem solver for the teams regarding scope direction or production issues
- Collaborate with cross-functional teams to balance delivering industry-leading creative work and gaining production efficiencies when scoping, such as grouping campaign creative executions, getting the maximum images in a shoot day and ganging print elements, etc.
- Work with the client service teams to diplomatically manage customer expectations regarding scope, budget and outside purchases (due dates, shipping, proof approval, etc.)
- Lead education session for client service team, and others as appropriate, on profitable scoping/estimating and how best to leverage the Production teams' expertise. Develop materials to provide best practices to Marriner staff.
- Supervise project deliverables by generating printing requests for estimates, obtaining specs/dies/material samples, managing pre-press, production, and coordinating press check and mailing/distribution
- Work closely with the finance team to ensure proper campaign/project set up, billing direction, billing schedules and vendor invoice processing
- Develop and present instructional materials to onboard new employees on production best practices
- Participate in job/estimate/resource reconciliation through monthly Project Summary Scoreboard meetings to ensure estimate optimizations needed based on situational learning
- Manage vendor partner relationships and activities to source the best production method and technology fit to extend and improve the creative team's vision through to execution by facilitating quarterly vendor visits or online meetings with creative and digital teams for inspiration
- Develop and maintain an estimate development instructional guide for Workamajig projects

- Work with VP Production to protect agency's interests when sourcing and negotiating use licenses, while still ensuring in line with customer MSA's, NDA's, SOW's, etc.

Financial Management

- Have the agency's financial interests at heart while developing scope and cost proposals for all customers
- Focus on maintaining top tier market pricing and appropriate distribution of tasks/hours by department and functions when developing estimates
- Help optimize Workamajig from an estimating/scoping perspective to support employee productivity and streamlined workflows
- Ensure consistency of pricing throughout the organization, while understanding the different pricing structures for the various clients
- Obtain and negotiate detailed estimates, specifications, and terms for all external costs from a variety of suppliers, including printers, photographers, stylists, video production houses, producers, etc.
- Issue directive purchase orders for all suppliers
- Review and approve all supplier invoices, including shipping receipts and resolving discrepancies when necessary

Required Knowledge/Skills/Experience

- 7-10 years agency experience
- BA in design, management or related field
- Software: Workamajig, MS Office (word, excel, ppt), Adobe Suite
- Expertise in the paper, digital, photography and video industries, including current best practices, methodologies & technologies
- Expertise with resources, budgeting and scope definition for multiple project types including, but not limited to print ads, banner ads, collateral, direct mail, website, email, promotional items, broadcast TV and radio, video, social, display, point of sale, brand identity and packaging
- Knowledge of packaging design and production
- Knowledge of postal regulations
- Very strong attention to detail and problem-solving skills
- Clear presentation of project production plans, schedules, issues, risks and requirements to appropriate team members
- Excellent verbal, written, listening, presentation, persuasion and interpersonal skills
- Effective management of multiple, concurrent projects against aggressive timelines without compromising accuracy or quality
- Excellent negotiating and relationship building skills with outside vendor partners or other entities involved in supporting the agency or its customers
- Great interpersonal, communication and relationship-building 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)

- Profitable scopes and estimates that maximize billable fees or production efficiencies while leveraging internal resources and/or external vendor partners.
 - Monthly Project Summary Scoreboard review of completed projects; capture estimate optimizations needed with repeat situations; track and share quarterly achievements
 - Education session for client service team, and others as appropriate, on profitable scoping/estimating and how best to leverage the Production teams' expertise
 - Outside vendor reconciliation that highlights any overages and determines solutions to recoup lost revenue or put guidelines in place for future projects to ensure it does not happen again
- Document and help expand Marriner's vendor partner network to ensure we can always successfully facilitate great integrated work now and in the future.
 - Creative outcomes showcasing new, unique or on-trend vendor techniques and production methods
 - Facilitate quarterly vendor visits or online meetings with creative and digital teams for inspiration
 - Develop and maintain searchable vendor list to assist production efforts
 - Leverage current and potential vendors to learn new production methods and share the information out with others for inspiration to support Marriner's creative efforts
- Create new or optimize existing processes to provide efficiencies in the estimating role. Support and guide our ability to maximize the Workamajig platform to the benefit of production and the agency
- Employee career development and professional training; recommend and track quarterly achievements