

Project Management Supervisor

The **Project Management Supervisor** is a senior member of the project management team who is experienced in managing projects of all types within the organization. This Supervisor is energetic, extremely organized and works closely with account management and our production teams to guide work through the Agency and ensure all initiatives are successfully delivered on time and within or below budget. This important team member will possess the capability of supporting many Client accounts of all types, while ensuring efficient process flow. A thorough understanding of timelines, dependencies, technical specification and resources necessary to execute a variety of projects is essential, along with the ability to assign and prioritize workload and optimize processes where needed.

The Supervisor will be an ambassador for the Agency's creative capabilities, working with the digital, creative, account and media departments to oversee the design, development and production process from start to finish. This position is a dual report to the VP of Technology and VP of Production. Responsibilities of Marriner's Project Management Supervisor are comprised of (but not limited to):

Project Management

- Create accurate project schedules and work with all department leads to develop schedules for integrated projects that sync or overlap accordingly
- Collaborate with account team members to understand client needs and timelines
- Track/monitor job progress, including milestones to ensure deadlines are met
- Work with department heads to balance workloads of cross-functional team based on team member bandwidth, capability and Client project priorities
- Identify and clearly communicate project resource risks to department VPs
- Manage expectations collaboratively with all departments in the organization
- Look for flexibility when the realities of client feedback and changing priorities may impact the desired schedule and resources, when possible
- Support in documenting the vision for the project in a scope of work SOW document when needed, based on the creative brief project description
- Document action items in internal meetings
- Review projects for accuracy, functionality and alignment with site objectives
- Ensure work meets Client's objectives
- Track, report and regulate major Client issues relating to a given project
- Develop and execute testing and QA plans
- Monitor, assign and review digital maintenance tickets to ensure timely and accurate execution
- Release assets to production vendors or Clients
- Suggest process and/or workflow optimization
- Be proactive in determining resources needed to cover for common PTO times (summer, holidays)
- Ensure process is strictly followed
 - Estimates and incremental estimates are activated prior to work commencing

- Detailed job documentation is maintained in project management system
- Projects are routed for necessary approvals
- Kickoff, internal review and client status meetings are attended
- Project management tool is updated with staff assignments, project status, schedule updates and time entry
- Specifications/templates/requirements are obtained as needed

Financial Management

- Participate in job/estimate/resource reconciliation through monthly Project Summary Scoreboard meetings
- Recommend opportunities to maximize efficiencies and increase profits based on utilization
- Assist production department in developing estimates and tracking costs for projects
- Work with VP of Technology to assess budget performance of digital projects on a monthly basis
- Monitor scope as outlined; flag scope creep and incremental requests to department VPs, account services and production

Team Leadership

- Monitor performance of project management team members
- Balance the workload of the team for optimal project success
- Oversee large projects managed by team members
- Mentor and help develop skills of the team
- Onboard and train new project management employees
- Take leadership of large integrated initiatives with the help of the project management team

Knowledge and Skill Requirements

- Minimum five years of Agency or in-house Agency experience
- Be the expert and the Agency's go-to resource for our project management system
- Mentor, motivate and develop other project managers on the team
- Knowledge of current web trends and technologies
- Knowledge of a wide variety of marketing channels
- Basic knowledge of content management systems such as Umbraco, WordPress and Drupal
- Enthusiasm and passion for campaigns and projects
- Overall digital knowledge of user interface (UI) design and development
- Software: MS Word, Excel and Outlook; Google Suite, Adobe Acrobat (Workamajig is a plus)
- Possess the necessary soft skills such as problem solving, negotiating, teamwork and collaboration
- Knowledge of timelines and resources necessary for all project types
- Ability to form genuine relationships internally and externally
- Excellent verbal, written and listening 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
- Positive attitude and general spirit of teamwork

Key Performance Indicators (KPIs)

- Successfully optimize internal efficiencies related to process and workflow
- 95% of projects are on time
- 90% of projects are within or below budgeted hours
- Balanced allocation of work within all agency functions
- Maintain a positive relationship with all account and production team members
- Productivity of all project managers