



Slice Communications

Job Description

Project Manager

Purpose

Ensure that projects are completed on time and within budget and that blocks are resolved swiftly.

Accountabilities

- Manage client deliverables and deadlines
- Support the Work Excellence team in achieving all project goals within the given constraints
- Manage project calendars
- Documentation and organizing records

Department: Operations & Finance

Reports To: Director of Operations

Core Responsibilities

Strategy

- Evaluate, prioritize, and predict clients' needs and have a clear understanding of what success means to them
- Identify opportunities to improve the agency's project management capabilities and effectiveness and flag to the Director of Operations

Project Management

- Participate in client meetings as required to capture and communicate deliverables, timelines and expectations
- DAM (Digital Asset Management): Collect new client social media, website, email and analytics access, past marketing materials and other important documents/assets & maintain organized files on Google Drive & Monday.com
- Responsible for keeping internal reference materials updated
- Manage project schedules & set up meetings
- Review overdue dashboards and follow up with clients and internally to ensure timely delivery to clients
- Maintain client-facing agendas and to-dos in Monday.com
- Coordinate with third-party vendors for special projects and advertising
- Administer AI notetaker (when applicable) for internal and external meetings and take notes of key topics and action items to translate into Monday
- Identification of pain points within standard processes



- Scope / Rescope timelines of projects as necessary

Client Relationship Management

- Triage email; support account leads and Client Success communication with the clients and internally; including email, Monday.com, meetings
- Support Client Success teammates and account leads by communicating with clients
- Remain familiar and up-to-date with client assets, including brand guidelines, website, social media pages, media coverage and marketing materials
- Identify needs for leadership communication or escalation with clients

Team Collaboration & Culture

- Work with the other team members to collaboratively identify, discuss, and solve issues and opportunities
- Actively participate in and occasionally lead All Agency meetings
- Actively contribute to all internal meetings, attending whenever possible
- Fill in / covering for teammates as necessary

The Great Teammate Commitment: Responsibilities of Great Slice Teammates

- Live out the Slice values when working with teammates and clients: Yes, And Energy; Copilot Attitude; Goal-Oriented Focus; and Always Learning.
- Practice the 13 trust behaviors.
- Consider teammates' and clients' communication styles and preferences.
- Communicate about tasks, workload, and deadlines, and make sure task status is tracked to ensure trusted communication with teammates. Ask for help prioritizing tasks if needed.
- Be open to new ideas, new possibilities, and change.
- Come to meetings prepared to participate, focus, and contribute value and perspective.
- Deliver high-quality work, and ask if I need more information or other support to do so.
- Speak up and share perspectives and expertise, and take a constructive, solutions-focused approach to interactions with teammates and clients.
- Listen with the intent to understand.
- Cheer on teammates and celebrate good work.

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