



Job Description

Where do you want to go? Pivot is a customer engagement agency that comes alongside our clients to help them comprehend their markets through our research division, connect with their audience through our marketing and creative services agency, and convert leads into opportunities through our training division. We are a group of dreamers and hard workers who love telling our clients' stories. We also love ice cream, because ice cream.

Candidates must submit a cover letter with salary requirements to be considered.

Job Title: Traffic Coordinator/Producer

ESSENTIAL DUTIES AND RESPONSIBILITIES (OTHER DUTIES AS ASSIGNED):

- 1. 50% of the role: Coordinates work flow between Account Executives (AEs) and the creative department, primarily the design team. Sets a schedule of deadlines for completion of a job and assigns workers to each necessary step in the process. Reviews progress of projects, managing resources and communicating as needed to team members.**
- 2. 50% of the role: Serves as a Project Coordinator for one or more AEs. Responsible for hands-on project coordination, overseeing and directing multiple projects at a time and ensuring that projects meet or exceed internal team and client expectations and within budget.**

Job Duties/Competencies for Traffic Coordinator:

- Monitor production and delivery of client projects by managing the designers' schedules.
- Assign tasks and manage workflow from project initiation through completion, ensuring that project deadlines are met.
- Manage project communication between other departments and design groups. Daily, review current tasks and open items assigned and due for the day and determine if there are any challenges to completion. If needed, conduct job status meetings to gather and share information with account leads and the rest of the team. Work directly with project stakeholders when projects need to be moved or adjusted.
- Track resource bandwidth and forecast future staffing needs. As needed, make recommendations for implementation of supplemental design resources (contractors) and approve their invoices as needed.
- Maintain and update processes for job tracking tools (currently Asana is used). As needed, train and provide support for job tracking tools as well as develop internal processes, if needed.

Job Duties/Competencies for Producer/Project Coordinator:

- Provide support for up to 2 Account Executives (AEs).

- Client Communication when delegated by AE.
- Includes 2nd/3rd round revisions/approvals, receiving assets, etc. Discussion and decisions between Account Executive and Project Coordinator per project/client.
- May reach out to client to progress job as needed.
- Interface with internal project team regularly by setting up and driving team meetings, project documentation and ensuring the right information is communicated as needed.
- Responsible for creating project plans (based on milestones set by AEs), identifying and addressing projects risks, ensuring project team members meet their deliverables in the hours allotted.
- Work with strategy and creative teams to keep projects on track and make sure everyone is aware of what's next.
- Communicate with team leaders on upcoming capacity needs for staff, status updates and outstanding issues on delivery dates and other project warning signs.
- Evaluate changes in scope and schedule, assess impact on a project plan, and coordinate recommendations to the client and Pivot leadership team.
- Assist with updating Weekly Status Report (or client meeting agendas) for projects PC is managing.
- Review and reconcile monthly billing with accounts receivable.
- Manage projects to established processes and make recommendations for process improvements and changes so that we continue to learn and improve operational efficiencies.
- Manage project quality by enforcing creative brief direction, QA checking, testing, ensures proper specifications & manages traffic process.
- Vendor coordination, quoting POs, accepting invoices and process for billing.
- Manage assigned projects from budget management, resource planning, workflow, team communication and client engagement.

Other Duties

- Ability to work well under pressure, manage multiple projects with varying deadlines and be flexible and adaptable with changes to schedule.
- Ability to maintain confidentiality.
- Other duties as assigned by director of marketing services.

Supervisory Responsibilities

There are no supervisory responsibilities with this position.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education and/or Experience

Bachelor's degree in Marketing or related field preferred.

2+ years' experience in a marketing or project management is preferred. Experience as a traffic coordinator or producer for a creative agency is a plus.

Language/Communication Skills

Ability to communicate expectations with peers and hold team members accountable.
 Excellent verbal and written communication skills.
 Excellent interpersonal skills to interact with all levels of management, employees, clients and the public.

Computer Skills

Computer expertise includes Word, Excel, PowerPoint.

<p>Physical Demands</p> <p>The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p> <p>While performing the duties of this Job, the employee is regularly required to sit. The employee is frequently required to use hands to finger, handle, or feel. The employee is occasionally required to stand; walk; reach with hands and arms and talk or hear. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, color vision and ability to adjust focus.</p>	<p>Work Environment</p> <p>The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p> <p>The noise level in the work environment is usually quiet.</p>
<p><i>Department:</i> Marketing <i>Reports To:</i> Director of Marketing Services <i>FLSA Status:</i> Exempt, Full Time</p>	<p><i>Prepared By:</i> Monica Santi <i>Prepared Date:</i> 10/5/18 <i>Approved By:</i> Jeremy Graves <i>Approved Date:</i> 10/5/18</p>