



## 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.

Pivot's web development team is building elegant and compelling websites for our clients. We are winning awards and referrals. We are looking for a talented and qualified manager to ensure our projects get the attention they deserve and that our clients have a great experience.

**All applicants MUST submit a cover letter to be considered. Please include your salary requirements and tell us about your favorite website, and why.**

### Job Title: Web Project Manager

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES (OTHER DUTIES AS ASSIGNED):**

- 1. Addresses day to day web projects and requests for clients, ensuring all project goals are met and client is satisfied.**
- 2. Interfaces directly with Pivot customers, establishing a great client relationship while encouraging the client to make critical decisions to keep projects moving forward.**
- 3. Coordinates estimates, designs, and project deliverables, working with team members**

#### **Job Duties/Competencies:**

- Manage the flow of daily website client requests and short-term projects.
- Coordinate with marketing teams as appropriate, for clients who have other services through Pivot.
- Work to find and solve any problems with customers' websites by working with technical staff to address any issues.
- Participates in project discovery calls with the business development team, ultimately helping the sales team build profitable proposals for clients.
- Lead the process of creating solutions by working with a team of graphic designers, strategists, and web developers.
- Ensure all appropriate steps in the Pivot process are followed. Improve the process, working with the web development team.
- Schedule a team of web professionals by developing effective communication procedures, appropriate task assignments, positive customer experiences and top-quality control processes.
- Develop additional skills, certifications and other banks of knowledge in the web development industry.

**Supervisory Responsibilities**

There are team coordination responsibilities with this position but no direct reports.

**Education and/or Experience**

Candidate must have at least 2 - 4 years of working experience in a similar project management role  
 Website project management experience  
 Proven ability to learn technical skillsets  
 Proven ability to build strong relationships with clients.  
 PHP, Javascript, CSS, and/or HTML experience a plus  
 WordPress experience a plus  
 Web development experience a plus  
 SEO experience a plus  
 Marketing experience a plus  
 Resumes and cover letters required  
 Four-year degree from a university preferred  
 Language/Communication and stellar Soft Skills

**Other Skills & Abilities**

Ability to lead and manage multiple projects occurring simultaneously  
 Strong interest in handling a large variety of web issues and requests

**Travel Requirements**

Willingness to travel (up to 5%)

<p><b>Physical Demands</b>                  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><b>Work Environment</b>                  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> Web / Marketing  <i>Reports To:</i> TBD  <i>FLSA Status:</i> Exempt, Full Time</p>	<p><i>Prepared By:</i> Erik Doescher  <i>Prepared Date:</i> 2/8/2019  <i>Approved By:</i> Mark Fordice  <i>Approved Date:</i> 2/10/2019</p>