



JOB DESCRIPTION: PROJECT MANAGER

ROLE

Project Manager

REPORTING

Reports to Managing Director

MANAGEMENT RESPONSIBILITIES

No Direct Reports

Overview

Let's face it, being a PM can be a tough gig. You are often stuck with requirements that you didn't have a hand in crafting, delivering to a client that you don't have access to, and managing a team who won't listen. Enough of that!

We're committed to making sure that Project Management is an integrated part of a team that is working together toward a common goal. Pitting the PM against the rest of the team is not the way it works here. You get access to the Client, you are invited to participate in strategy sessions, brainstorming and concept creation. If you are a PM who does more than take lists, and can manage in a fluid environment, then get your ass into Brightworks because we'd love to meet you!

The Role

It is expected that the Project Manager is a visible project leader/authority for team members, peers and management while being responsive and attentive to the needs and goals of internal and external stakeholders. This means that we want you to do more than make lists; we need good judgment, the ability to talk to clients directly, and the desire to sit down and talk through the challenges.

Project Managers control project costs, timelines, scope and success through expectation management, diligent tracking, risk mitigation, effective communication, guidance and leadership to stakeholders, appropriate use of tools and templates, and through constructive project negotiations. They are comfortable discussing and reporting on project status, and explaining project process, key decisions made, next steps, etc.

Projects at Brightworks range from \$10,000 to \$100,000+ and one of the big challenges is to manage multiple projects at a time, with limited resources and competing priorities – up for the challenge?

Expectations

Project Planning – 20%

- Manage the client stakeholders, team members, or contract personnel to design a solution and establish associated project timelines and budgets that allow for the delivery of the most strategic functionality within the project constraints.
- Establish and maintain a usable and well-communicated schedule for all phases of a project.
- Work with the Account Director to ensure changes are understood and approved.

- Explain implications of changes to project scope and/or objectives to the client and to the project team.
- Lead the team to prioritize signed off project work based on analysis of strategic importance, tasks outstanding, obstacles or barriers, budgets, resources and deadlines.
- Create, or participate in the creation of, project documentation.

Project Control – 25%

- Ensure project meets internal and client expectations with respect to quality, budget, delivery timelines, and strategy.
- Identify, track, manage and mitigate risk on specific client engagements. Escalate these issues when necessary to ensure minimal impact to quality, budget, and timeline.
- Where project control is in jeopardy, create contingency plans with appropriate input from key team members (including the Account Director) and implement a revised project schedule, scope or budget in a timely manner.
- Manage scope creep through Client Change Orders, Internal Change Orders, Phased Delivery or other methods to ensure projects deliver on timeline, scope, budget and strategy expectations.
- Evaluate all key project deliverables, as well as final product to ensure traceability of requirements, high quality and client acceptance.
- Responsible for formal sign off on all project deliverables; this will often include coordinating input and involvement from the Account Director and Client.

Project Communication – 25%

- Use sound judgment in all project communication and ensure that key stakeholders including the Team, Client and Management are apprised of project activities in a timely manner.
- Communicate progress, risks, expectations, timelines, milestones and other key project metrics to clients and team members.
- Work with Account Director to ensure Clients achieve an understanding of expectations, deliverables, dependencies, risks, progress and the Brightworks Development Process.
- If needed, create customized reporting for the Client or Team.
- When appropriate, work directly with clients, or in concert with Account Management and/or team leads, to secure sign off on deliverables or documentation

Internal Project Reporting and Administration – 10%

- Track and report weekly on percent complete, budget burn, earned value, slippage, project effort and duration to complete and other key project metrics.
- Keep an accurate risk tracking document with an associated mitigation plan.
- Be prepared to discuss project quality, client and team satisfaction, and project success metrics during regularly scheduled and ad hoc project review meetings with the Managing Director.

Resource Management – 20%

- Define skill sets (competencies) required for the project based on project specifications and requirements.
- Determine resource requirements (including staffing, software, hardware, and facilities) of projects, based on project specifications.
- Determine project roles of team members based on project requirements, timeframes and budget.
- When necessary work with external contractors in addition to internal resources.

Other

- We are a small and nimble agency, which is another way of saying “everyone pitches in and gets the stuff done that needs to get done”. If you are the kind of person who isn’t going to help because “helping” isn’t in the job description then we really don’t think it is going to work out between us.

Qualifications

- 3 – 5 years of Internet (or related industry) Project Management experience.
- Successful track record of delivering complex >\$500K projects on time and on budget
- Proven ability to manage multiple concurrent projects with combined teams of 2 – 5 people

Soft Skill Requirements

- Show good judgment and professionalism at all times in dealing with both clients and internal team members
- Must be able to handle job-related stress, particularly with respect to meeting deadlines and managing clients. Must be able to work with little supervisions and manage time and priorities.
- Excellent written and presentation skills.
- Ability to add to a positive, proactive company focus.
- Have a genuine interest in the success of our clients and facilitate that success by bringing industry and interactive experience to bear on client solutions
- Excellent interpersonal skills – consistent demonstration of diplomacy, decisiveness and problem solving.

Coordinates

- Check us out on the information superhighway at: www.brightworks.ca
- Get in touch with Hannah at:

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