

JOB DESCRIPTION PROJECT MANAGER

Hirons is an employee-owned Women's Business Enterprise, certified by WBENC, the State of Indiana and the City of Indianapolis, providing advertising, public relations and digital services. For more than 47 years, our research-based, results-driven approach has helped hundreds of clients reach their marketing and communications goals.

Hirons' employee-owners are especially enthusiastic and loyal because our unique structure provides each an ownership stake in the company. Together, we live out the Hirons mantra: outwork, outthink, outperform.

We welcome your interest in joining our talented and dedicated team.

Be bold.

Project and platform management

Hirons' operations team is responsible for executing the day-to-day deliverables of the agency.

The work includes everything from the oversight of Workamajig for managing projects to directing the implementation of HubSpot for contact communication. It also includes fostering collaboration between the shared services teams and account management to identify and mitigate any potential barriers to ensure all work gets done on time and projects run smoothly.

We develop policies and processes to make it all happen and provide training and support to ensure seamless implementation. We're constantly challenging the status quo to find more efficient ways to accomplish the work, all while never missing a step in meeting the demands of a fast-paced agency.

Supplier development and production oversight

Hirons' operations team is responsible for influencing the daily business of the agency to ensure the agency's supplier development program objectives are met and the agency's supply chain is poised for growth.

Supporting the development and capacity-building of suppliers through mentorship, training and networking opportunities is also a focus of the operations department.

Hirons proactively seeks to identify and connect with suppliers through databases, partner organizations, industry events and other networking opportunities.

The operations team is instrumental in identifying and connecting external partners with internal subject matter experts to extend Hirons' portfolio of capabilities and execute deliverables for clients.

Project manager job summary

Responsible for the internal scheduling of work throughout the agency, the person in this role is to Hirons what a conductor is to an orchestra. The project manager facilitates the day-to-day workflow of project traffic via Workamajig, Hirons' project management software.

The project manager also oversees the nontechnical usage and functionality of HubSpot, the agency's CRM system. This includes working with technical resources, business development team members and operations team members to drive efficiency and tracking of agency contacts, leads and partners to facilitate communication and drive business growth.

This person is also responsible for the agency's external partner management, ensuring all production (internal and by suppliers) is performed on time, on budget and according to the agency's specifications of quality and performance.

A successful project manager will:

- Have a keen understanding of the agency and all internal departments.
- Understand Hirons' organizational and business goals.
- Work with all departments to ensure projects are delivered on time and on budget.
- Actively manage the fluid distribution of work to maximize staff capacity.
- Continually work to improve efficiency and productivity.
- Be resourceful and responsive.
- Be seen as a collaborative, helpful presence by all departments.
- Work on multiple projects at the same time.
- Meet or exceed deadlines.
- Have a keen eye for and attention to detail.
- Have an interest in and an aptitude for the world around them.
- Be responsive to questions and requests.
- Anticipate client and account team needs.

Duties and responsibilities

- Manage projects – Workamajig.
 - Manage workflow in and out of Workamajig project management system.
 - Monitor employee-owners' time availability/constraints; recommend action as needed.
 - Ensure all necessary files are provided up front (creative brief, specifications and deadlines sheet, brand documentation, etc.).
 - Conduct weekly stand-up meetings with shared services and account services departments.
 - Meet with department leads to discuss available resources, employee-owner bandwidth and appropriate assignments.
 - Provide a list of unmet deadlines for management team members and report on upcoming staffing needs.
- Manage platform – HubSpot.
 - Drive CRM management, working with the business development and operations departments and the IT director.

- Manage suppliers.
 - Implement supplier development SOPs.
 - Centralize and manage the list of Hiron's external suppliers.
 - Facilitate engagement with external suppliers.
 - Maintain communication with external suppliers until the product is delivered to satisfaction.
 - Provide timelines and all necessary information for suppliers to quote and serve the agency and client.
 - Assist in assigning suppliers to jobs based on capability, project budget and timeline.
 - Match all production invoices with internal purchase orders and settle billing discrepancies with suppliers.
 - Establish and maintain professional relationships with suppliers.
- Identify and participate in internal and external professional development opportunities.
- Attend 1:1 status meetings with direct supervisor.
- Complete other projects/responsibilities as assigned.
- Meet a billable-hour goal of 80% (6.4 hours of an eight-hour day; 32 hours of a 40-hour week).

The project manager reports to the EVP overseeing the operations department.

Qualifications

- Bachelor's degree in marketing, communications, advertising, public relations, journalism or a related field
- Three years' experience in project management, marketing, advertising, public relations, digital, communications or a related field
- Extensive understanding of marketing, communications and client service, including advertising, public relations, digital and all shared service segments
- Skills in time management, organization and problem solving
- Demonstrated ability in planning, organization, multitasking, communication and use of judgment
- Ability to work under deadlines and budget guidelines with a variety of clients
- Superior written and oral communication skills
- Working knowledge of supplier development processes and protocols
- Ability to be motivated, organized and detail-oriented
- Ability to handle all work in an ethical and courteous manner
- Demonstration of professional maturity both in and out of the office
- Ability to take direction from multiple supervisors
- Demonstration of a willingness to learn, coupled with an enthusiastic, can-do attitude
- Proficiency in Microsoft Office, including Excel, PowerPoint, Outlook and Word
- Proficiency with Workamajig (within first 30 days)
- Proficiency with HubSpot (within first 30 days)

Character

All Hiron's employee-owners are required to uphold the highest standards of ethical practice and business conduct. Hiron's holds itself to the ethical standards set by the Public Relations Society of America, the American Advertising Federation (via the Institute for Advertising Ethics) and the Interactive Advertising Bureau. As a Hiron's employee-owner, you are expected to:

- Be clear, forthright, direct and sincere in every interaction – whether with clients, colleagues, the media or the public.
- Do what you say you are going to do.
- Do the right thing.
- Always act in the best interest of the client.
- Always involve the client as a full partner.
- Treat everyone with dignity and respect.
- Be the colleague you want to have.
- Never say or do anything that you would not want to be a trending topic on X.
- Never disparage a competitor, colleague or client.
- Earn, preserve and protect our reputation.

Equal opportunity employment policy

Hiron's prohibits discrimination and harassment of any type and provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.