

PROJECT MANAGER

WHO WE ARE:

Here's the thing you need to know about Brass Tacks—we're about experience. The best experience. Always. What does that mean? It means we deliver beautiful creative and phenomenal service to our clients and we train people through our nonprofit arm, BT Foundry, to be outstanding professionals as they begin their careers.

We exist to shape the world through a lens of representational equity, starting with ourselves and reaching to our clients through truly inclusive branding and marketing. It's not as simple as choosing multi-cultural imagery or burning through a D.E.I. checklist – it must be woven into the fabric of the business. We crave fresh talent, celebrate new perspectives, and forge lasting relationships through high-quality, strategic creative work.

THE BTC CREDO:

Integrity - During every project, your team and your clients are counting on transparency and honest feedback. We are built on the foundation of teamwork, collaboration, and efficiency to ensure mutual success. We do not settle for "functional"; we keep pushing and find that something extra.

Humanity - Everything we do depends on our ability to empathize with those around us. For clients, that means listening, building trust, and recognizing the humans behind each project. In our office, that means that "professional" often includes sarcasm, tasteful obscenities, eccentric music, random dancing, and the occasional happy hour while in serious pursuit of great work.

Prosperity - If Brass Tacks is successful, it means our clients and graduates are successful. It means careers are put in motion and more workplaces reflect the diversity of the general public. It means more work is in the market that no one has to apologize for. It means the perception of "green" talent is one of value and possibility, not of risk.

Tenacity - The industry is constantly evolving in trends, technology, best practices, and standards. We stay flexible and adaptable, but we never sacrifice quality. There are no corners cut, no recycling, no easy ways out because it simply isn't worth the cost.

WHO WE' RE LOOKING FOR:

As Project Manager, you're responsible for receiving and processing new project requests, setting up projects and appropriate teams in our project management system, managing workflows, monitoring progress, and working side-by-side with the Account Manager. The two of you together will set project scopes, milestones, reviews, and schedule meetings with the client.

Your day-to-day will consist of two main avenues: current/active project management and business development.

Managing our active projects will involve inclusion in or follow up with your Account Manager after regular client communications (phone, video conference, meeting, or emails) to stay current on their evolving needs. You'll then track appropriate notes, changes, and materials in our project management system (making any needed task assignments) before communicating out to the team via Slack.

As the team's advocate, it's your job to oversee allocation and maintain a balanced workload, ensure deadlines are made or adjusted as appropriate, and to vocalize conflicts that could threaten the success of the project. We hold brief status meetings each day to allow for agile project management as a majority of our projects are long-term. Short-term projects follow the waterfall style. You'll be responsible for driving and creating the reference documents during our bi-weekly allocation meetings. We typically have the Foundry's support for our creative work and Collective Members (outside partners) support our other offerings. You'll be interfacing with all and reporting back any necessary notes during checkins. Having a network of creatives to rely on for contract work is a huge bonus if the allocation or skills of the team is at capacity.

You'll also want your Account Manager's help prioritizing client requests, using their knowledge of short and long-term goals, to help align your plans. We'll look to you to handle asset delivery (to and from the team), maintaining records in our project management system for accountability and version control. You will have Project Coordinators to support in these efforts, but as they are support, it's your job to manage them effectively. Budgeting comes into play with your protection and advocacy of our cost budget, actuals, and projections where your Account Manager will set client expectations, negotiate, and handle change orders. The two of you will conduct ongoing budget audits to ensure we're maintaining the health of the projects. You'll also deliver budget, allocation, and timeline reports to the Directors.

We need your involvement in the business development process by weighing the project request with our and our partner's capacity, advocating for what will best serve the client and keep us from overload. You will reflect back to the Account Manager what the scope looks like in terms of team allocation, timelines, and associated risks. The Account Manager will take the full picture of information back to the lead (potentially the Account Director or CEO) for proposal inclusion. You'll be part of intro chats, proposal discoveries, and presentations. This helps for a seamless transition from the perspective phase into the working phase.

For you to be successful in this role, you have to be extremely organized, process-oriented, self-motivated, and skilled in communication. If you're also an excellent proof-reader, love spreadsheets, and think strategically to prioritize and get people moving, you'll flourish. You can't be afraid of executive leadership, internal or client-side. You can't be easily overwhelmed by multiple assignments and deadlines, or having to multi-task. You may have to have hard conversations around capacity or requests, but it's essential we don't over-commit or under-pay our team. Tact is key, but coddling is unnecessary.

WHAT YOU NEED :

- **Experience** - a degree or certification is great, but not necessary. It's more important to us that you have solid agency experience in the role of Project Manager with 4-6 years of experience.
- **Calm** - be methodical, be clear about what you need, be flexible when things change, be patient with people who are less familiar with the topic at hand.
- **Structure** - we have project management systems, but you may find you have a way to improve what we've got. The most important thing is that no deadline is missed because of us, so be part of crafting the solution.
- **Drive** - a project manager needs to keep the project moving, the team motivated, and the deliverable buttoned-up. You are the train conductor.
- **Logic** - from problem-solving to reading between the lines when feedback is vague, you'll employ a lot of logic to provide answers to your team. Emotional intelligence, critical thinking, adaptive planning, and attention to detail will be paramount.
- **Words** - communication is everything, written and verbal, and you'll be responsible for working people through things. Our ability to maintain a

positive, low-stress culture requires your involvement. On the other hand, we'll also look to you to proof-read and cross check deliverables before the client sees them.

We use Macs (if you're on a PC, that's totally fine), the G-Suite, Dubsado, and Project Manager internally. We also work with some of our clients through their accounts with Asana, Trello, etc. Experience with these tools is a bonus. During your contract period, you'll need to provide your own machine, but we'll provide the rest.

THE BRASS TACKS :

- **Compensation** - \$75,000-90,000 (in alignment with experience)
- **Benefits** - Health, vision, and dental
- **Time** - full-time, 90-day contract to hire
- **Location** - Dallas, in-office Monday-Thursday