



Job Description

Job Title: Senior Digital Project Manager

Department: Digital Services

FSLA Status: Exempt

Reports To: EVP of Operations

Summary:

In partnership with the EVP of Operations and EVP, this position will lead the definition, execution, and deployment of digital projects within AugustineIdeas' digital services. The Senior Project Manager will drive projects to deliver against predetermined schedules, escalate and resolve technical issues, and communicate project status toward goals among cross-functional teams. The ideal candidate is an experienced project manager, with prior experience in a heavily client-focused role, who will own the delivery of projects across all client and service teams including website development, digital media, social media and creative development.

Represents Digital Services in the business development process, developing proposals and budgets with client/client team, ensuring gross margin is in tact with all pricing. Creates campaign proposals, suggested concepts, and estimated budgets. Prepares and delivers capability presentations and pitches and has effective proposal writing skills. Actively pursues business opportunities from new and established clients, developing strategic solutions and guiding team discussions during initial client acquisition and providing additional strategic guidance necessary for client retention.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Oversee client digital projects from inception to launch; including requirements gathering, user acceptance, coordinating implementation across internal and external teams, and post-launch support.
- Build and manage client relationships
- Manage cross-functional teams; cultivate positive team dynamics, and coordinate effective communication such as leading meetings to ensure success on all projects
- Create and manage project plans to drive cross-functional team deliverables and release schedules
- Collaborate with designers and developers during all points of the project lifecycle
- Accountable for project delivery — specifically, owning the success or failure of the project and tracking appropriate metrics for progress and productivity
- Provide clear and objective reports of project status, issues and risks to internal management
- Ensure that all internal and external stakeholders are kept fully informed of project status and progress
- Analyze technical issues in order to comprehend and communicate existing and potential project requirement gaps
- Facilitate technical issue escalation and resolution for all assigned projects through critical decision-making and achieving team consensus
- Act as an advocate for the customer throughout all stages of the project and product management processes
- Travel to client offices to participate in meetings as projects dictate
- Other duties as assigned.