



Position Announcement

Quality Control Manager

June 2018

Are you passionate about working with socially progressive non-profits? Then join our team!

The Quality Control Manager is a key member of the Client Services staff and plays an essential role in the success of our projects. She/he develops, implements and manages quality control systems designed to ensure the highest level of service for our clients. The Quality Control Manager will work within client teams to ensure our work product is delivered on time and is consistent with established standards, client specifications and production goals. The objective of this position is to guarantee flawless project management and brilliant execution.

At O'Brien | Garrett you'll work side-by-side with a talented group of direct marketing professionals committed to helping forward-thinking organizations realize their fullest potential.

O'Brien | Garrett is a collaborative team environment that encourages professional growth. We are proud to offer great benefits and pride ourselves on being an Opportunity and affirmative action Employer, including veterans and individuals with disabilities.

Essential Functions

- Facilitate the on-time delivery of all projects by monitoring processes related to client expectations, requirements and deliverables.
- Coordinate with multiple departments to ensure that we are meeting client needs; anticipating challenges before they impact outcomes; and recommending immediate shifts in process and strategy as needed.
- Work with client teams to devise and execute actions plans to rectify potential delays or to accommodate significant changes to the scope of work.
- Ensure a high level of customer service by gathering regular feedback from clients and developing strategies to correct issues that occur.

- Analyze data to identify trends that may warrant the need for process changes or modification and provide technical advice, guidance and recommendations to management on critical process issues.
- Seek to continually improve best project management practices with client teams. Act as the driver for problem solving and process improvement, adjusting and enhancing procedures in order to streamline and improve outcomes.
- Prepare status reports that highlight accomplishments and successes with clients.

Key Competencies

1. Project Management
2. Organizational Skills
3. Problem Solving/Analytical Skills
4. Client Focus
5. Time Management
6. Collaboration
7. Business Acumen
8. Teamwork Orientation
9. Communication Proficiency

Requirements

- Bachelor's degree
- A minimum of five years of experience in project management
- Experience in direct marketing and/or production preferred

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.