



Position Announcement

Senior Project Manager

February 2020

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

O'Brien Garrett is an award-winning direct response fundraising agency looking for an experienced Senior Project Manager to be a key member of the Client Services staff and play an essential role in the success of our clients' engagement programs. The Senior Project Manager will develop, implement and manage quality control systems designed to ensure the highest level of service for our clients. They will work with the leaders of our 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.

O'Brien Garrett is a collaborative team environment that encourages professional growth. You'll work side-by-side with a talented group of professionals committed to helping forward-thinking organizations realize their fullest potential. Headquartered in Washington DC, we also have a New Orleans office located in the Bywater.

Essential Functions

- Design and implement a company-wide project management protocol that 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 or equivalent job experience and training
- A minimum of five years of experience in project management
- Experience in direct marketing and/or production preferred

To Apply

Please e-mail resume in confidence to [info\[at\]obriengarrett.com](mailto:info@obriengarrett.com). Please include salary level in cover letter and position title in subject line.

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.