



JOB DESCRIPTION: STUDIO MANAGER

OVERVIEW

Our Studio Manager is responsible for the general management of our office while working as part of a multidisciplinary team. This person has an entrepreneur's spirit, an attention to detail and the drive to make sure "the trains run on time."

Duties include establishing internal project goals, reviewing employee schedules, assigning projects, managing resources, writing and distributing detailed project schedules, overseeing quality control, ensuring deadlines are met, and coordinating release of projects as necessary. Requires strong communication and organizational skills and an eye for detail.

Fifth Letter is a highly collaborative environment. As a result, this position provides opportunities to work with outside creative partners such as copywriters, illustrators, photographers, printers, interactive programmers and video editors. In addition, the Studio Manager will be involved in certain client meetings and basic production tasks with assistance provided by the creative staff.

In short, we require someone with **curiosity, hunger and grit**; a gifted and organized thinker who enjoys dotting i's, crossing t's and is looking to grow via professional challenges and opportunities.

Client Projects

- Work with Creative Director to maintain focus on project and client goals
- Participation in client meetings as needed
- Coordination with team to ensure deliverables meet each client's strategic and tactical needs while being on-budget
- Helping develop project budgets with designers and gather production estimates for projects (print, interactive, etc.)
- Work with creative staff and/or client to assist in development of project timelines (and adhering to milestones)
- Assistance with project research for client, industry and/or specific communications medium
- Assistance with review and approval of printer proofs, video edits, website roughs, press checks and other preliminary production deliverables of work
- Maintain positive relationships with clients and ensure growth of the partnership

Date: February 1, 2018

Total Pages: 4



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Studio Responsibilities

- Maintenance of project status spreadsheet for weekly staff meeting
- Develop and maintain best-in-class project tracking methods and KPI's
- In partnership with Creative Director, implement processes and tools that increase the Studio's efficiency and ability to deliver exceptional creative solutions
- Help creative team with communicating project status updates to clients
- Update and/or implementation of scheduling and project management tools as needed
- Personal time sheet organization and adherence to stated project budgets and timelines
- Occasional messenger and errand duties
- Help creative team archive projects both online and offline
- Help to organize design competition entries
- Keeping desk and work areas clean, plants watered, trash empty and helping with other "housekeeping" duties as needed
- Being a positive representative of Fifth Letter when in a business setting, including bringing any potential conflict of interest to Creative Director's attention

EXPECTATIONS AND DESIRED RESULTS

- Consultative personality and approach to delegating and managing workflow
- Must have experience overseeing or working closely with graphic designers, web designers, and content developers
- Track record of effectively deploying creative resources to exceed client expectations
- Experience managing multiple creative assignments across different clients, brands and categories
- Excellent project management skills
- Strong collaboration and communication skills
- Strong aesthetic and ability to evaluate design
- Freely speaking up when something isn't understood, but only after reviewing project materials provided to you
- Pushing what is possible with projects regardless of size via creative use of available resources
- Always working to be challenged by project opportunities
- Holding self accountable when mistakes happen, and learning from them
- Being proactive about addressing workload/studio needs during downtime





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STANDARDS

- Each project is an opportunity to showcase both your skills and those of the studio. Think about how you can make the project in front of you matter to both yourself and the client.
- Each project is a chance to enhance the designer-client relationship
- Each project opportunity can potentially grow into something larger. Think critically about the purpose, audience and desired results. Clients pay us for thinking as well as doing.

KNOWLEDGE, SKILLS AND ABILITIES

Necessary

- Strong organizational and learning skills
- Business acumen
- Finding joy through collaboration via creative and supplier partners
- Comfort with the Macintosh platform
- Knowledge of Adobe Creative Suite tools, Microsoft Office applications and Google Drive suites of products
- Working knowledge of the Windows platform

Nice to Have

- Basic knowledge of Adobe Creative Suite tools
- Passion for user/customer experience
- Email campaign tools and campaign set-up
- Social media savvy and experience using social plug-ins

EXPERIENCE

- A minimum of one year in an agency, studio or in-house environment working in project management capacity.
- Past start-up or other entrepreneurial endeavor

SPECIAL REQUIREMENTS

- While we believe in a work-life balance, there will be times when after-hours work is expected to meet client deadlines.
- A deep interest in something outside of design that can inform your creative problem-solving when you're here in the office.





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POLICIES AND PROCEDURES

- Complete policies are outlined in our employee handbook.

BENEFITS

- Annual membership to American Institute of Graphic Arts (AIGA)
- One week of paid vacation per year, based upon current work schedule, accrued at a rate of one day for each two months of employment
- Paid holidays including New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the following Friday, and Christmas Day
- Sixteen (16) paid hours of sick time per year
- Eight (8) paid hours of personal time per year
- Simple IRA
- Free coffee and snacks
- Additional benefits may come at later date as opportunities and needs arise for the company

SCHEDULE AND SALARY

- Work hours are Monday through Friday mornings from 8:30 a.m. to 5:30 p.m. with an hour break for lunch (full-time, 40 hours per week), **with the understanding that overtime will be required from time to time to meet client deadlines.**
- Salary is commensurate with experience.
- Performance review after three months (probationary period), again at six months and annually afterward with opportunity for salary increases at each interval.

Please feel free to get in touch with any questions you may have.

