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|---|---------------------------------|-----------------------|----------------|
| <b>Job Title:</b>   | Client Services Project Manager | <b>Job Category:</b>  | Marketing      |
| <b>Location:</b>  | On-site in our Whitby office    | <b>Date posted:</b>   | March 16, 2018 |
| <b>Contact:</b>   | Peter Pinfold                   | <b>Position Type:</b> | Full-time      |
| <b>Applications Accepted By:</b>  |                                 |                       |                |
| <b>E-mail:</b> <a href="mailto:peter@mobilexco.com">peter@mobilexco.com</a><br><b>Subject Line:</b> Client Services Project Manager<br><b>Attention:</b> Peter Pinfold  |                                 |                       |                |
| <b>Job Description</b>  |                                 |                       |                |
| <p><b>MOBILEXCO (AKA – THE MOBILE EXPERIENCE COMPANY)</b></p> <p>MobileXCo is well-established, fast-growing Whitby-based startup made up of a team of experienced marketing, technology, and agency people. We provide B2C marketers with end-to-end campaign creation and management solutions and real-time, line-of-sight to the performance of their consumer-facing experiences via our campaign reporting and management application, Tether™.</p> <p>We have an immediate opening for an energetic, hyper-organized and enthusiastic Client Services Project Manager.</p> <p>The Client Services Project Manager is a mid-level position that supports our client services and production teams. In this role, you will be expected to lead day-to-day project delivery, as well as manage client service responsibilities with our core group of agency partners.</p> <p><b>ROLE AND RESPONSIBILITIES</b></p> <ul style="list-style-type: none"> <li>• Establish and maintain a positive and effective relationship with our clients, employing active listening and demonstrating empathy to ensure our client's expectation are met.</li> <li>• Enter new projects into our project management software application and prepare projects for delivery by our production team.</li> <li>• Create a detailed work plan that identifies and sequences the tasks that need to be successfully completed by our internal production team and external vendors for on-time project delivery.</li> <li>• Monitor the status and progress of each project to ensure they are completed on time.</li> <li>• Identify potential issues and sources of delay and/or complications related to project delivery; Proactively devise a plan for managing these issues and documenting resulting changes to scope, delivery timing and/or budget.</li> <li>• Hold ongoing status meetings with the production and client services teams to discuss production schedule and any issues or questions that need to be</li> </ul> |                                 |                       |                |

addressed.

- Once a project is completed, review it to ensure that it meets our internal expectations and client's expectations and then send the project to our client for review.
- Read and interpret client requests and translate them into clear direction for the production team.

### **EXPERIENCE REQUIRED**

- 2-5+ years project management and/or coordinator experience.
- Strong project management skills and demonstrable organizational abilities.
- General knowledge of project management and/or communication tools (i.e. Hubspot, Slack, Trello, Monday.com).
- Marketing communications and/or promotion agency experience is preferred.
- The ability to organize yourself and others in a deadline-driven, dynamic environment.
- Detail-oriented and 'take ownership' attitude.

This is a unique opportunity to work in a rapidly growing, fast-paced startup environment with a seasoned management team. We offer a casual work environment with our head office located in downtown Whitby, Ontario. ↑

If you are highly motivated and looking to take on new challenges, then we would like to hear from you.

Submit a resume and cover letter to [peter@mobilexco.com](mailto:peter@mobilexco.com).