



Better business, designed.

Job Title:

Program Manager

Location:

Portland

Have you doodled on your Gantt charts?

Are you a master at viewing a program from all angles to solve challenges? Can you navigate a program team around obstacles and keep them calm along the way? Are you the person everyone turns to for help when clarity is needed? If so, XPLANE may be the place to do the best work of your career.

Summary of role

At XPLANE, Program Managers manage a variety of programs and projects. In this role you will get to work on visual communication projects, strategic visioning efforts, and change programs – all of which incorporate visual thinking and people centered design. You will get to work closely with some of the world's brightest thinkers and most creative designers in a supportive environment that truly values its employees.

Duties:

- Create work plans, schedules, and budgets for all internal and client projects.
- Communicate progress against schedule, budget, quality, and profitability.
- Act as the primary point of contact for the customer.
- Responsible for successful delivery and customer satisfaction.
- Anticipate and identify issues and report to the client and XPLANE team. Propose and communicate options for resolution.
- Partner with Business Development to review SOWs and estimates.
- Partner with Finance to process expenses, invoices, and payments.
- Manage multiple projects - seamlessly.

Requirements:

- 5+ years of customer facing project management experience. Background in creative services is preferred.
- Understanding of the creative services processes.
- Proven success managing print work, animations, or light interactive.
- Knowledge of Microsoft Office and project management tools required, Adobe Creative Suite a plus.
- Strong communication, facilitation, organization, and time management skills. Excellent interpersonal and teamwork skills.
- Ability to create and manage complex work plans and budgets.
- Ability to manage multiple team members' time and workloads.
- Ability to comprehend complex business issues and terminology.
- Bachelor's degree is required.
- Outstanding references.

Responsibility levels

Decision-Making Responsibility – High

The decisions this role makes can have direct impact on client satisfaction, XPLANE financials, and program metrics.

Supervisory Responsibility – High

Individuals in this role will assign tasks to teams of designers and consultants and will be responsible for keeping the team on task.

Client Responsibility – High

Individuals in this role will continually have contact with XPLANE clients and are held responsible for client satisfaction and program metrics.

How to apply:

Send a cover letter and resume to: careers@xplane.com

ADA:

- *This is a sedentary position, with occasional periods of standing.*
- *The position demands extensive keyboarding. Visual acuity required.*
- *Occasionally asked to lift 25+ pounds.*
- *Infrequent (0%-10%) travel domestically and internationally.*