

Senior Project Manager



Overview

Senior Project Managers are responsible for managing the successful delivery of client work. The primary functions of Senior Project Managers include: driving excellent client outcomes in alignment with established scopes, timelines, and budgets for multiple, concurrent projects; incorporating 10up standards and processes in the delivery of client work; and expertly collaborating with discipline directors and the Accounts team to deliver on client expectations.

Senior Project Managers report to (Senior) Team Leads.

Responsibilities

- Craft expert, strategic project plans and task breakdowns with input from team members and discipline leadership. Project plans should incorporate iterative milestones, illuminate project risks, align delivery with set timelines and budgets, and account for resourcing availability. All task breakdowns should have discrete estimates.
- Successfully execute project plans by exhibiting ownership of task assignments to assigned project personnel, proactively removing blockers, and ensuring alignment of production output with expected milestones.
- Deliver fixed price, retainer, and T&M projects within expected timelines and budgets.
- Act as the day-to-day Project Manager for 4 - 7 active client projects, exhibiting senior-level ownership over all client meetings, written status updates, demos, and iterative scope / expectation management.
- Possess superior project awareness at all times, proactively tracking project budget and scope, identifying risks and mitigation paths, and delivering thoughtful, routine, comprehensive client updates.
- Ensure superior quality deliverables by engaging cross-discipline leadership, enforcing rigorous QA processes and standards, and taking senior-level ownership of end to end delivery and client satisfaction.
- Leverage 10up tools, standards, and processes in all client work. Maintain highly collaborative relationships with discipline directors to achieve elite project outcomes.
- Lead discovery engagements (onsite and remotely) that expertly define cross-discipline project requirements. Translate requirements into comprehensive project approaches / plans that align with established timelines and budgets and can be executed successfully by project teams. Collaborate with Accounts to develop scopes of work following discovery.
- Demonstrate an expert understanding of underlying client business goals and objectives. Consistently identify strategic opportunities to engage with the 10up Account Management Team and collaborate towards building strong, long term client relationships.
- Demonstrate a senior-level consultative, client-focused approach that emanates expertise, professionalism, and transparency.
- Maintain project forecasts in 10up's established resource forecasting tool, collaborating with Team Leads to adjust resourcing plans as necessary.

- Deliver verbal and written project-centric feedback to personnel, celebrating successes and identifying any misalignments with expectations. Consistently provide visibility to the Team Lead when delivering this feedback.
- Collaborate with Financial Manager to prepare invoices for all assigned project work.
- Maintain an average minimum of 34 hours / week (85%) of billable work.

Requirements

- An understanding of core 10up services and ability to leverage these disciplines to deliver successful client outcomes. A basic familiarity with the WordPress platform is required; candidates with strong familiarity and experience shipping projects on the platform will be strongly preferred.
- A commitment to excellent application of 10up processes, standards, and tools across projects.
- Excellent verbal and written communication skills, both internally and externally.
- 3+ years of project management experience delivering full scope web projects for enterprise clients, ideally in an agency environment.

Why work with 10up?

Freedom & Flexibility

As a 100% distributed (remote work) team, we hire and retain talent who demonstrate independence and ownership in delivering successful client outcomes. Break out of “brick and mortar” offices and gain freedom from commutes and cubicles. Work with inspiring colleagues that measure their success by their work product, not their time in the building. Our team of 120+ work where they are most inspired.

Bragging Rights

Tell that friend who raves about Mad Men or The Walking Dead that your team built AMC.com. When your doctor makes conversation, don't forget to mention that your team is building tools for Mayo Clinic. Did you mention that four 10up projects were nominated for Webby Awards in 2016 (and one won)? Or that our last research report was quoted in Time Magazine and AdAge? And of course, tell those web geeks at your last agency that the CMS they're building their next project on, WordPress... the next release is being led by your company. Did you mention that 30 second commute from your bedroom to your home office?

Open Source & Community Values

We support an open, collaborative Internet and the democratization of publishing – making the tools for building and telling stories simple and affordable. We invest our time, effort, and money back into the community that we've built our business on. We give back by...

- Contributing to major projects like WordPress and jQuery.
- Open sourcing plugins and utilities that make the web better for everyone.
- Sharing our expertise by organizing, speaking at, and sponsoring industry leading events and conferences.

Opportunities to Learn & Grow

Challenging projects and a commitment to continued professional growth led by Directors across the organization and a professional development budget. You'll be encouraged to learn and grow on every project in any way you can.

Great Benefits and a Stable, Growing Company

- Premium healthcare plans, including 100% coverage for individuals, and extra financial support for families;
- 401k plans and matching;
- Accrued paid time off;
- Paid parental leave;
- Professional education budget;
- Flexible equipment stipend;
- Annual company summit and team meetups.

10up has bootstrapped itself from 1 employee—our President—to more than 120 in just over five years. Careful planning, management, and commitment to long term client relationships has created a stable, sustainable environment for those committed to doing great work.

Making Content Management Easy, and Maybe Even Fun

We make the web a better place by building finely crafted websites and tools that make publishing and managing content simple and fun, leveraging open platforms.

We fulfill our mission by providing customers who are deeply committed to their digital properties with a great experience at every step: dependable and engaging project management, expertly informed strategy, purposeful interface design and art direction, and code that is crafted to the highest standards - after all, nothing ruins a website like an outage or hack. This commitment to excellence is built on a deep seated empathy for client challenges and a will to solve problems.

We serve some of the most well-known brands telling stories with web technologies, from media giants like ESPN, Time, and Univision, to nonprofits and NGOs like World Economic Forum and TED, to household technology brands like Microsoft, Google, and Flipboard. Our commitment to a better web and content management experience goes further than any single website: part of every dollar spent at 10up is donated to building open web platforms; in fact, we're one of the largest contributors to WordPress, the content platform powering roughly 25% of the web. If you've ever visited FiveThirtyEight.com, AMC.com, JDRF.org, or TechCrunch.com, or created content in WordPress, then you've already experienced our vision for the web.