



Job Title: Senior Producer / Project Manager

Work Schedule: We cannot guarantee a specific number of work hours per week. Your work schedule can be flexible, as long as you meet all job responsibilities and attend regular virtual meetings as needed during normal business hours.

Job Classification: Non-Exempt

Primary Location: Remote Position

About Tangible:

We are a Customer Experience (CX) research, strategy and design firm. We help Fortune 500 and emerging brands design, build, sell and support products and services that people want to use.

Senior Producer / Project Manager Responsibilities:

Tangible's Senior Producers take ownership of projects and accounts; manage relationships with clients, third-party partners, and other stakeholders; supervise teams of Tangible employees; and ensure the timely completion of successful projects that are informed by a combination of user and business requirements.

Responsibilities include:

- Strategic and tactical leadership over the client relationship and associated production of various brand experiences, including end-to-end project lifecycle activities:
 - Working with clients to review project goals, needs and size to scope project, to estimate time and resources required, and to prepare a budget; managing and reporting on budget
 - Developing an end-to-end project plan and/or project roadmap including scheduling and resourcing; ensuring compliance with deadlines and budgeting
 - Developing a contract instrument/PO request (if required) for each project in conjunction with Tangible CFO; working with Tangible CFO and accounting to adhere to client invoicing needs (including accruals) and schedules
 - Monitoring progress on projects and regularly communicating progress to all members of the client and internal project team
 - Setting and managing client expectations
 - Communicating with engineering and brand teams
 - Supervising the work of the Tangible team; overseeing third-party partners as needed
 - Presenting deliverables and design solutions alongside your Tangible team to client decision-makers and client development teams; confirming feedback is accurately represented in revisions



- Working with development team to ensure proper implementation; participating in QA and other review sessions; validating final deliverables before final delivery
- Gathering project-end results and feedback from client decision-maker to inform both internal case studies and future project process improvements
- Working with other Tangible Producers to continually review and improve project management processes; staying informed of industry best practices and tools

Skills & Abilities:

- Strategic thinker and problem solver who can identify opportunities for improvement in user experience and design. Able to question, inform research, and support the implementation of solutions to drive value for the client
- Can create meaningful relationships with customer stakeholders, ensuring our work supports their goals
- Excellent project management skills; able to prioritize concurrent projects and efficiently manage time; able to work well under pressure and time constraints
- Able to identify strengths and weaknesses of team members to inform assembly of project teams to best meet the needs of each project; resolving/escalating issues as appropriate
- Strong collaboration skills – works effectively as part of a virtual team or in person
- Self-starter who can work independently without a lot of supervision to accomplish goals
- Thorough and organized, with outstanding attention to detail
- Quick learner who can pivot and adapt as client needs change
- Willing to provide and receive constructive criticism and make changes based on feedback
- Ability to keep sensitive client and agency information confidential at all times

Experience: Must have at least 5-7 years' experience as a producer or project manager, preferably in an agency setting

Education: Bachelor's Degree or equivalent experience in the industry

Essential Mental/Physical Functions:

- Sit or stand for extended periods of time using a computer, mobile device, or phone
- Work alone or with others virtually or in an office environment
- Travel may be requested or required based on client needs

Required Equipment/Software:

- Tangible provides licenses for the following, as needed:



- Google Workspace (email, Files, Docs, Sheets, Slides)
- Harvest software for resource management and time-tracking
- Slack, Teamwork or other team collaboration software
- Microsoft Office (Word, Excel, and PowerPoint)
- Apple Keynote
- Personal equipment (computer, phone, other; e.g., tablet) is provided by each employee. Tangible provides a small monthly stipend to support personal devices and internet costs. Some client engagements will require the installation of key VPN and/or other software.

We believe in equity in the workplace.

Tangible is committed to telling diverse stories, reflecting our diverse audiences, and drawing from diverse experiences and perspectives. Tangible is an equal opportunity employer and values equity and inclusion.

If this sounds like you and you are interested, we'd love to hear from you! Please send jobs@tangible-ux.com the following:

- A resume and cover letter
- 3 references (we will not contact them unless you've given us permission to do so)