

TIS Job Description

Job Title: **Project Manager**

Reports to: CEO

Job Purpose: This role manages its own roster of clients, as well as assists with some of our CEO-led accounts, serving as the key liaison between clients and creative/marketing teams. You'll take complex, sometimes unstructured input from multiple sources and turn it into clear, actionable plans. The ideal candidate excels at turning ideas into execution while keeping timelines, communication and deliverables on track. You'll collaborate closely with our Marketing Project Manager to manage workflow and task traffic across the team. This is more than task tracking—it's a strategic, client-facing role that demands proven agency experience, respect for the creative process and the ability to inspire trust with both clients and colleagues.

Job Responsibilities:

1. Project Management (80%)

- Serve as primary client contact for your projects, building trust through transparent communication and proactive updates
- Translate client goals, feedback, and ideas into structured plans for the internal team
- Manage both your own client roster and specific CEO-led projects, ensuring they move efficiently from start to finish
- Champion the belief that creative outputs influence and elevate every project
- Partner with designers, writers, developers, and strategists to ensure creative work is valued, integrated and aligned with client goals
- Understand the client's business objectives and connect them to the work we deliver
- Spot opportunities to strengthen relationships, expand project scope and add value

2. Traffic Support (20%)

- Utilize our PM platform Monday.com (or real expertise in a comparable PM system with the ability to adapt quickly) to plan, track and manage all project tasks
- Support traffic management for your own projects and CEO-led work, collaborating with our Marketing Project Manager to ensure team capacity is balanced
- Monitor project timelines, budgets and deliverables, keeping everything on track
- Work closely with creative and strategy teams to allocate resources effectively

3. Team Culture: Hungry, Humble, Smart

Team Culture is important to us at TIS. You will collaborate with TIS partners, employees, consultants and vendors to ensure the highest level of creativity and integrity for TIS clients. We follow Patrick Lencioni's Ideal Team Player philosophy in which a truly ideal team player possesses all three qualities.

- **Hungry** – strong work ethic, self-motivated, always seek to do more and improve; don't need to be pushed to contribute; naturally go above and beyond
- **Humble** – prioritizes team over self, acknowledges the contributions of others, open to feedback; doesn't let ego get in the way of collaboration
- **Smart** – refers to emotional intelligence and interpersonal skills; understands how to work well with others, communicates effectively, and navigates team dynamics

Our Values at TIS

Honesty: Be transparent and genuine in every interaction.

Excellence: Deliver work that is right, relevant, and high-quality.

Humility: Respect every role, collaborate openly, and keep learning.

Partnership: Go above and beyond to help our clients—and each other—succeed.

Creativity: Seek creative solutions that make a positive impact.

Qualifications

- 3–5+ years of real agency experience in a project management, client management or hybrid strategic role strongly preferred; if your background is outside of an ad agency, make a compelling case for how your experience applies
- Proven track record managing projects from kickoff to delivery with measurable results
- Monday.com expertise preferred; comparable PM system experience considered (quick learners only)
- Proficiency in Slack, Google Workspace; familiarity with Figma for reviewing creative work
- Strong organizational and time-management skills; ability to juggle multiple projects and deadlines
- Excellent communicator with analytical/problem-solving skills who can translate ideas across teams
- Strong verbal and written skills
- Bonus points for candidates who bring existing client or partner relationships that could benefit TIS

Personal Traits

- Translator Mindset: Skilled at turning ideas from any source—your own, the client's or team's—into clear, actionable plans
- Team Uplifter: Fair, thoughtful, honest, supportive of every member of the team
- Creative Ally: Respects and values the creative process, seeing it as an essential driver of project success
- Growth-Oriented: Brings curiosity, adaptability, and a desire to continually improve processes and outcomes.
- Results-Driven: Balances big-picture strategy with a focus on execution and delivery.
- Attention to detail, an assertive personality and a sense of humor also required

What we Offer

At TIS, you'll join a team that believes in doing great work without sacrificing respect or creativity. We operate with a hybrid approach, giving you flexibility to work remotely while staying connected through our coworking space in

downtown Grand Rapids. If you're ready to bring your leadership, organizational skills, and creative respect to a role that truly values them—let's talk.

- Competitive salary based on experience, agency size and firm location
- Generous Benefits program, paying 80% of medical, dental and vision coverage
- Bonus program based on agency profitability
- Flexible work environment (hybrid: 80% remote; 20% in office)
- A fun, creative, and collaborative team atmosphere