

# Creative Services Manager

Reports to: Director of Creative Services  
FT/PT, FLSA Status: FT, Exempt  
Location: Austin, Texas  
Travel: Minimal

## Summary:

The Creative Services Manager plays an integral role in our growing agency with offices in Austin, TX and Waterloo, ON, Canada. The position is a hybrid role that includes traffic/resource management, project management, proofing copy and creative deliverables, and print vendor management. The right candidate will support various departments, including its own Creative Services Department, to provide a consistently superior experience for our Clients.

## Responsibilities:

- Organize the schedules of the Creative and Web Development teams for both short term and long term projects
- Collaborate with Client Success team to prioritize workflow and keep projects moving smoothly from planning to execution
- Lead a weekly traffic/forecasting meeting to get ahead of any resourcing issues
- Review project workback schedules with Client Success team members to confirm and/or line up resources
- Monitor Creative and Web Development resources' PTO schedules and communicate with a Client Success team how this may effect deadlines and workback schedules
- Develop/suggest/research any and all opportunities to advance and improve the operations of the Creative Services Department
- Support the Creative team by proofing a large number of copywriting and some creative deliverables to ensure accuracy
- Serve as project lead for a variety of internal B2B digital marketing projects
- Establish and maintain print vendor relations to ensure positive client experience
- Submit RFQs and POs to print vendors, be onsite during installs when needed for jobs ranging from business cards to large format environmental graphics

## Education, Experience, Skills, Attributes:

- Bachelor's Degree in Marketing, Business, Communication Arts or 6 years of equivalent work experience
- Minimum 3 years experience in Traffic/Resource Management, preferably in a creative environment
- Knowledge of print preferred

- Experience in sourcing and managing freelancers/contractors preferred
- Experience in using project management software a must, Workamajig a plus
- Strong written and verbal communication skills in English
- Ability to easily pivot from one task to the other when required without skipping a beat or an important detail
- Ability to motivate and lead
- Well organized, flexible, good-natured team player ready to do what it takes for clients and the company to be successful
- Excellent interpersonal skills, a positive attitude and the ability to thrive in a collaborative agency environment

**Work Environment:**

Casual, open work environment. We are dog friendly. Perks include weekly Wednesday lunches, educational How To Happy Hours, monthly gym reimbursements and yearly incentive/bonus plans.

**Physical Requirements:**

The position requires frequent movement, standing, sitting, light lifting, verbal and typed communication, close vision.

Threshold/Carve provides a fair and equal employment opportunity for all team members and candidates regardless of race, color, religion, national origin, gender, sexual orientation, age, marital status, or disability. Threshold/Carve hires and promotes individuals solely based on their qualifications for the position to be filled.