



ITFO Communications, Inc.

Openings: People Operations Manager

Job Description Overview:

The People Operations Manager is responsible for helping manage a dynamic, versatile, passionate team of writers, designers, artists and communicators. Experience in people management—as well as a background in corporate communications and new media content development—is important. Strong interpersonal skills are vital.

Work activities:

People Operations

- Recruiting
- Onboarding and training
- Talent development
- Review employee work in response to feedback
- Work to meet tight deadlines for engaging talent
- Develop people management strategies to achieve business objectives

Project Lead

- Assign, supervise, and review the activities of staff
- Have the flexibility to work within an ever-changing workload while still managing workload by setting, observing and re-evaluating project priorities often
- Manage multiple projects simultaneously and understand project priorities in the context of agency and client expectations
- Be the focal point for production, timeline and resourcing issues
- Develop a detailed project plan to monitor and track progress
- Work proficiently with Microsoft Office 365 and other planning tools such as Slack and Trello

Client Development

- Develop client relationships by participating in strategic initiatives to enhance and sustain programs
- Work with clients to understand their needs and suggest solutions that enhance their business and create opportunities for other agency team members
- Assist in managing internal resources, staffing existing and internal projects appropriately
- Report and escalate problems to management as needed
- Successfully manage the relationship with the client and all stakeholders
- Perform risk management to minimize project risks
- Network with team members as well as others involved in a program such as executives, client stakeholders and event organizers
- Critique the work of others, including providing mentoring or coaching
- Help team communicate effectively with the clients

This new position is a part time role. Pay rate will be determined according to your skills and experience.

Team members usually work from their own office locations, though it will be beneficial if you have the ability to join occasional face-to-face meetings with the client team.

Note: To apply for the position by submitting a resume and relevant samples—or to ask questions—please contact the address below.