



MIT Position Description

Job Title: Program/Project Administrator	Position Title: Custom Content Project Manager, SMR
Reports to: Sr Assoc Director of Client and Project Management	% Effort or Wkly Hrs: 100%
Department: MIT Sloan Management Review	

Remote work expectations/opportunity for this role:

The custom project manager will work part-time in the office and part-time remote in a combination that most effectively achieves their goals.

Position Overview:

The Custom Content Project Manager will be a crucial player within MIT SMR Connections, a dedicated group within MIT SMR that creates and distributes B2B custom content solutions. These include strategy guides, thought-leadership viewpoints, webinars for corporate sponsors and clients, and occasional survey- or interview-based research projects. Reporting to the Director of Client and Project Management, this role will support our increasing demand for content that engages readers and elevates the conversation for brands. The Custom Content Project Manager will be responsible for leading project planning, execution, client communications, and reporting across a broad portfolio of custom projects running simultaneously.

Principal Duties and Responsibilities (Essential Functions):**

Project Management of Custom Research, Papers, and Reports (40%)

- Devise and lead custom project operational plans.
- Create and maintain program plans and schedules; manage projects to keep deliverables on track from kickoff through production.
- Assure deadline compliance and deliverables are met with all parties: clients, freelancers, external partners, and internal team. Manage internal stakeholders to escalate issues as necessary.

Project Management of Custom Events (25%)

- Lead the execution of all virtual custom events, including ownership of event production, logistics (management of event technology and IT support), and reporting.
- Primary point of contact for clients, responsible for answering questions and resolving issues that arise throughout the event.
- Fully responsible for event schedules, meetings (content and tech run), questionnaire documentation, and follow-up activities for custom webinars.
- Manage the collection of supporting materials, such as speaker headshots, bios, and release forms.
- Send out status reports to clients on accomplishments and progress.

Client Management (20%)

- Spearhead major client relationships with program sponsors, building and managing effective partnerships.
- Responsible for the day-to-day client communication on project status and changes.
- Meet with clients with the senior custom editor clarify specific requirements of each project.
- Final responsibility for clients concerns or issues; collaborate with sales or leadership to resolve them

Additional Responsibilities (10%)

- Participate in the ideation process for creating custom content and, when possible, work with the sales team on the conceptualization and wording of custom project proposals.
- Create projects in Asana using pre-defined templates, monitor tasks, post updates, and support the team as needed.
- Collect and disseminate performance data for clients and internal stakeholders.
- Oversee all project documentation, creating and maintaining Dropbox folder structure and communication setup.
- Develop a detailed plan to monitor and track the progress of all projects.
- Perform regular assessment of project execution to identify areas for improvement.

Resource Management (5%)

- Responsible for internal and external resources to execute multiple projects in collaboration with teams from various functional departments. Develop and maintain relationships with outside resources—including third-party vendors and researchers.
- Lead the contract, onboarding, and payment activities for freelance writers, editors, copy editors, designers, and other vendors.
- Manage vendor sourcing outreach and negotiations and track project costs and expenses to help develop the annual custom budget.



- Ensure resource availability and allocation.

Other duties as assigned or required

Supervision Received: Reports to Sr Associate Director of Client and Project Management. Collaborates heavily with the custom content team.

Supervision Exercised: Supervises third-party vendors and content researchers.

Qualifications & Skills:

MINIMUM REQUIRED EDUCATION AND EXPERIENCE:

- Bachelor's degree in journalism, communication, business, social sciences, or a related field.
- Minimum of 3 year's experience in project management.
- Direct experience with client service in the context of a creative or professional service; ability to interact professionally and diplomatically with often-demanding clients.
- Ability to juggle multiple projects, some with competing deadlines, in a fast-paced, fluid, and deadline-driven environment.
- Ability to work independently and as part of a tight-knit, interdependent team.
- Excellent organizational, interpersonal, verbal, and written communication skills.
- Demonstrated expertise in managing multifaceted projects on time and on budget.
- High level of proficiency with Microsoft Office programs, especially MS Word, Excel, and PowerPoint. Experience with Google Docs and similar collaborative apps, Zoom, and Dropbox. Ability to collaborate on Slack. Knowledge of survey platforms and Asana and Smartsheet project-management platforms is helpful.

PREFERRED EDUCATION AND EXPERIENCE:

- Experience in the publishing industry, especially with B2B custom content.
- Certification as a Project Management Professional (PMP) or similar credential.
- Interest in and general knowledge of current management, business, and technology trends and topics as covered by MIT SMR.
- Experience overseeing surveys and related research projects and reports.

Competencies

- Manages ambiguity and navigates change while being comfortable and confident working in a fast-paced and changing environment.
- Is self-directed and proactive while advancing work and achieving results.
- Collaborates with others while respectfully advancing organizational goals and achieving desired outcomes.
- Communicates openly and effectively by exchanging high-quality information, ideas, and opinions in an open and timely manner within and outside MIT SMR.
- Acts with caring and a sense of community while demonstrating genuine respect towards every person.
- Focuses on impact and outcomes while working to make a difference and achieve organizational goals.
- Influences others by gaining commitment, buy-in, and support.

** To comply with regulations by the American with Disabilities Act (ADA), the principal duties in position descriptions must be essential to the job. To identify essential functions, focus on the purpose and the result of the duties rather than the manner in which they are performed. The following definition applies: a job function is essential if removal of that function would fundamentally change the job.