



8337 Green Meadows Drive
Lewis Center, OH 43035
614.575.1515
creativepaletteinc.com

JOB DESCRIPTION

DIRECTOR, PROJECT MANAGEMENT

Reports to: President or VP Customer Experiences

Position Overview:

Creative Palette is seeking a **Director of Project Management** to lead our team. This role is the ultimate "Air-Traffic Controller" for the organization, responsible for the entire project lifecycle—from the moment a sale opportunity arrives through delivery or successful onsite assembly.

This role provides strategic oversight to our Project Managers and Coordinators, optimizing team capabilities, managing high-level resource allocation, and ensuring that every project meets our rigorous quality standards and financial goals. There may also be direct account management.

Key Responsibilities:

Strategic Leadership & Oversight

- **Stakeholder Management:** Provide regular, high-level status updates to executive leadership regarding project health, milestones, and organizational KPIs.
- **Team Management:** Lead, develop, mentor, and ensure consistent process execution across the team of Project Coordinators; foster a collaborative environment and set clear performance benchmarks for project execution.
- **Pipeline Optimization:** Evaluate the total volume of work across the organization to balance team workloads and ensure no single coordinator is over-leveraged.
- **KPI Tracking:** Develop, monitor and report on key performance indicators, including project profitability, timeline adherence, and client satisfaction.

Internal and Client Communication

- **Liaison:** Act as the primary escalation point for clients, vendors, and internal departments.
- **Cross-Functional Bridge:** Serve as the vital link between "front of house" (Sales) and "back of house" (Production) to ensure seamless project transitions.
- **Account Retention & Growth:** Partner with the Sales team to maintain long-term client relationships by ensuring project delivery aligns with the client's broader business objectives and brand standards.
- **Conflict Resolution & Negotiation:** Manage sensitive client communications regarding scope changes, timelines, or budget adjustments, ensuring a balance between client satisfaction and organizational profitability.
- **Client Feedback Loop:** Establish a formal process for gathering and analyzing post-project client feedback to drive continuous improvement in service delivery and account management.

Execution & Risk Mitigation

- **Problem Resolution:** Identify potential risks (supply chain delays, technical specification gaps, or budget overages) and develop proactive contingency plans to minimize delays.
- **Process Improvement:** Implement and continuously refine overall project management to improve efficiency and effectiveness related to the overall management of PCs. Continued education to PC team around materiality, methods, and overall performance expectations.
- **Project Setup:** setup and maintenance of the server and appropriate job folders, scheduling and setting agendas for milestone meetings.



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Required Skills & Qualifications

- **Account Management:** Demonstrated ability to manage high-value client relationships and navigate complex, multi-stakeholder negotiations.
- **Experience:** Minimum of 5 years of proven experience in project management leadership, specifically in a manufacturing, construction, or custom fabrication environment.
- **Technical Tools:** Proficiency with Microsoft suite, experience with ERP System, E2 is ideal.
- **Leadership:** Exceptional conflict-resolution and team-building skills; a natural ability to command a room and drive consensus among diverse departments.
- **Flexibility** - Leads with agility by quickly realigning project priorities, redeploying teams and resources, and adapting strategies to meet evolving client needs, business objectives, and timelines—ensuring consistent delivery, accountability, and project success.

Preferred Qualifications

- **Industry Specifics:** Experience in high-end fabrication, signage, architectural millwork, or complex physical installations.