



Bold Duck Studio is a business and service design consultancy, founded in 2018 by two legal industry pioneers. We are growing because we create useful, effective, and desirable solutions that help our clients in real measurable ways. We don't sell theory or recommendations. We deliver impact. We help the world's leading law firms and corporate legal teams make complex systems and services simple and scalable with the power of design.

CREATIVE PROGRAM MANAGER

As the Creative Program Manager, you will be responsible for the strategic development as well as the day-to-day tactical execution of a variety of creative programs and projects (client-facing and internal). You will help us develop the way we scale client services, our brand, and our team.

The tactical aspect of this role requires meticulous attention to detail and problem-solving skills that can be applied to any challenge, task or opportunity. You are proactive, hyper organized and keep the team upbeat even in frustrating situations. It is your responsibility to ensure delivery of excellent work on time and on brief while helping the team meet expectations.

What is your unique recipe?

We are a growing agency and so fit means more to us than skill and experience. While these are important, they won't influence your success here as much as fit.

We each bring a unique combination of life experience, personality, and talent. We want to know yours, and we plan on asking you directly. Make sure to ask us too.

Who we want.

We love passionately curious people who think of themselves as lifelong learners and are curious about many things. You are humble, engaging, intelligent and our next best friend. You have strong opinions with open minds. You are proactive and entrepreneurial. You know how to take boldly and give graciously. Critical thinking is your sharpest tool and you're able to think through the toughest problems.

You've had a ton of client-facing time and know how to discover the next big opportunity with the work you do to grow the business and create strong relationships.

We don't believe that any process, method or idea is perfect or permanent, so we want people who want to bring change to organizations they join and who want to make impact with their work.

What you will do.

Program Management: This is a key role and will significantly influence how our agency scales. You will help define strategic initiatives that improve our team's processes, tools, infrastructure, and workflows. As a partner to the Co-founders and Business Designers, you'll proactively identify potential opportunities and issues, and then develop solutions, lead roadmap discussions, and help create the runway to scale to build our agency by addressing these things in a paced and meaningful way.

Project Management: Of course, the day-to-day is important too. You'll manage a wide range of active and upcoming projects by defining scope, timelines, milestones, resource needs, budgets, and deliverables. You'll track progress, understand dependencies, and communicate status to project stakeholders.



Team Resourcing: To ensure we have the right people on the right projects, at the right time, and that no one has too much work or too little, you'll partner closely with leadership to resource initiatives properly, managing multiple project workflows.

Communication: You will serve as the point person to promote constant and effective communication of project status – both inside and outside the organization. Among other things, this will include project status and progress, documenting decisions and action items, following up with project owners on commitments, and ensuring expectations are clear.

Account Management: Cultivate, negotiate and manage relationships with cross-functional team members within our clients to ensure a smooth operational process and successful project delivery. When necessary, liaise with external contributors and agencies.

Creative Team Champion: Last, but not least, you'll be the heart and soul of our small but growing team with a deep understanding of each person's strengths and bandwidth. You'll coordinate work reviews, smooth operations, and facilitate a culture that encourages creative excellence.

How we live our brand.

We're looking for people who share this way of being - You don't need to be convinced of it, you just get it.

INQUISITIVE We're curious about the world, bringing unique perspectives in, to inspire our work, our design, and the client experience we deliver.

PROVOCATIVE We push the edge of what's possible, but hold our opinions loosely and openly.

COMPASSIONATE We deeply empathize with the people we're designing for, ensuring their needs are at the heart of everything we do.

SCRAPPY We build things in the open, so we can quickly test, iterate, prototype, and learn from them.

INTEGRATIVE We connect the organizational dots, build on the ideas of others, and bring everyone along.

WILD CARD Our strength comes from bringing our whole selves to work - from introspective, to playful, or quirky. What will you bring?

Desired Skills and Experience:

Qualifications

- Minimum of 5 years experience as a project manager, program manager, or operations manager either in a design firm, ad agency, or a part of an in-house creative team (marketing, product management, etc.).
- Excellent problem solver, multitasker, and communicator
- Confident with scoping, budgeting, and project planning
- Strong PowerPoint, Keynote and presentation design skills
- Ability to earn the trust and respect of creatives in a complex environment with changing timelines
- Ability to gauge skill levels and identify gaps in talent
- Sourcing, on-boarding and managing contract talent as needed
- Experience in implementing and structuring new processes at scale within creative teams
- An affinity for creating culture for product and design communities, and bringing people close together
- A critical eye for good design, direction, writing and other creative skills
- Legal market experience preferred but not required (just be prepared to learn about its unique culture and business practices).



Other Responsibilities

- Assist client lead with project management
- Performs other duties as assigned
- Up to 20% travel is required to be "in field" engaging with clients and users

What You'll Get

- Freedom: We trust you to do your thing and do it well.
- Professional Development: We set aside a conference budget because we want to invest in you. Got invited to speak? Even better though we don't do pay to play.
- Work from home: We are a distributed team and work together using this crazy thing called technology.
- Pushed towards excellence: We don't tolerate arrogance or willful ignorance. If you let us, we are committed to making you better and will ask you to do the same for us.

TO APPLY:

Send us an email to info@boldduckstudio.com.

Include a resume and any other material or message you think will be important for us. No need for formal cover letter - just talk to us in your voice.