vividfix

To apply send **resume** & **portfolio** to
design@vividfix.com

POSITION DESCRIPTION	
Position Title	**Team Lead, Creative Services**
Direct Reports	Senior Designer, Web Designer, Junior Designers (2), Senior Freelance Designer, Freelance Video Editor
Purpose	– To lead and manage the creative team by ensuring the exceptional, timely services to clients with an emphasis on customer service excellence (i.e. making the client look great). – To provide leadership and advice on best practices for modern delivery of high-quality creative services (digital products and alternative-format products, and print products that accurately reflect the brand). – To take a personal end-to-end ownership on some projects in a senior designer capacity.
Major Responsibilities	In a unit responsible for providing digital and creative services the position: – Plans and manages production activities to find creative solutions that dazzle customers. – Provides advice, direction and guidance to designers and President to plan and produce modern digital, print and other products appropriate to the information and distribution goals of our clients. – Advises on new technologies and emerging tools for team and customers. – Plans, develops and implements an operational plan for the company's digital presence and ensures that the team is knowledgeable and adapts emerging platforms and technologies. Supports and advises on the strategic execution of work. – Manages the team on a day-to-day basis. Participates in planning sessions regularly with President and the team as needed.

	– Oversees the division's creative team who determines production solutions by analyzing production goals and weighing production options (formats, modes of delivery, etc.), prioritizes projects planned to meet deadlines, and handles all change requests and new projects (with great tact and grace). – Develops and implements procedures and standards for the unit where necessary to make use of modern solutions that maximize the effective delivery of production services and ensure a high-quality end-product. – Monitors and assesses gaps and initiatives performance and learning plans. – Oversees management of external resources including production and graphic arts vendors, English and French editors, proofreaders, graphic designers, photographers, and illustrators. Ensures that print procurement is handled within regulations and that printing specifications are clear, accurate, and complete. – Reviews and provides quality assurance for all materials in advance of client review. – Provides oversight and ensures guidelines are diligently followed with regards to the correct filing and storing of all materials. – Ensures confidentiality of clients and client work.
Knowledge	The position requires: – Knowledge of publishing systems (print & digital), production processes and the use of technology to communicate with various audiences. – Sound technical knowledge, emotional intelligence and leadership skills to provide guidance to staff, clients and suppliers. – Problem-solving skills to manage production solutions, competing priorities and to adapt to changing technologies within limited budgets and timelines. – Passion and researching skills to remain current on emerging trends and technologies.

	– Leadership/management skills to lead a diverse group including coaching and developing staff. – Good negotiation and people skills to resolve conflicts and liaise with clients. – Innovation to support continuous improvement to increase client satisfaction and the effectiveness of service delivery. – Presentation skills to deliver materials in an effective, organized manner and secure buy-in and commitment from staff and clients.
Judgement	– Work is done in partnership with President and the team. – The position is expected to function with initiative and independence in leading the unit and representing President when requested. – Sound judgment is exercised in • Maintaining positive relationships, in identifying potential issues and in representing the company; and in production planning to ensure client's business needs are effectively delivered • Monitoring and assessing client's needs; and planning for and assessing the company's delivery and performance • Recognizing sensitive client or employee situations and provides relevant information and maintains appropriate confidentiality (is, and is seen to be, highly discreet) • Assigning work, developing project work plans and schedules, prioritizing and managing projects and monitoring workloads and status
Human Resources	– Works with President to hire, assign work and manage performance. – Assists in setting performance measures, managing performance and talent through employee assessment, motivation and engagement.