



Job Description: Project Manager

Location: Flexible | **Target Start Date:** Immediate Opening

Matterlab is a marketing and communications agency that helps education leaders clarify, communicate, and expand their impact through creative communications strategies that launch new organizations, strategic plans, strategic initiatives, and innovations.

Overview

Are you a relationship-driven person who sees the direct connection between excellent, transparent, and detail-oriented project management and client satisfaction? Are you looking to make a greater impact through your career? Are you able to anticipate clients' needs and preferences, plan for those, and make course corrections when things do not go as planned? Matterlab is looking for a **Project Manager** to set and align expectations for our partners (what we call clients) and ensure success across all projects. The ideal candidate is committed to Matterlab's mission, believes that no task is too small or too large, enjoys balancing proven processes with client-specific preferences, and is dedicated to bringing projects to the finish line. This individual will be Matterlab's second Project Manager on the Partnership Management team, along with four Strategy Consultants, all of whom currently report into Jessie Collins, VP.

Who We Are

We work exclusively with social impact organizations within the education sector (nonprofits, foundations, school districts, and others) and serve clients nationwide through strategic planning, marketing and communications support, and digital marketing campaigns to drive school enrollment. Founded in 2017 in Austin, TX, the Matterlab team has more than doubled each year since founding.

Who You Are

Friends and family would identify you as deeply driven. You are highly organized and skilled at building insightful, trusting relationships. You are excited to be an active participant in partner meetings. You are motivated by how tactical actions contribute to the big picture. You are empathetic, goal-oriented, and eager to roll up your sleeves at the same time. You've never been known to say you are waiting on something from someone else; you always feel like the ball is in your court, no matter what, and find ways to move it forward. You see a direct and undeniable connection between effective project management and team satisfaction and believe the only way to achieve organizational goals is through a clear plan. You give effective feedback while remaining even-keeled, and generally flexible.

What You've Done

- Completed at least two years of professional experience, including direct experience in or strong connection to project management; agency experience is a plus
- Managed multiple projects simultaneously using Asana or a similar software
- Organized and updated workflows and processes, and communicated those best practices across teams
- Built high-quality relationships with internal team members
- Successfully managed up, down, and laterally across organizations (not limited to your specific team/direct reports), while also effectively managing external partnerships



What You've Demonstrated

- Strong project management skills and an ability to identify, prioritize, and then improve system inefficiencies
- Ability to lead, prioritize, and/or contribute to multiple projects simultaneously, meet deadlines, and manage expectations effectively, without any balls dropping because your systems are ruthlessly organized and reliable
- Meticulous attention to detail
- A passion for the social sector, preferably education or education-related
- Cultural alignment to Matterlab's ethos that everything is "*figureoutable*" — no challenge is too great
- Humility, curiosity, and superb listening skills for successful problem-solving

What You'll Do at Matterlab

You will project manage a portfolio of partnerships with Matterlab clients ("partners") led by a Matterlab Strategy Consultant. A typical Project Manager portfolio size is 6-8 partners at any given time, spread across two Strategy Consultants, although this varies. In project managing your portfolio, you will be responsible for:

- **Project Management:** Set and manage project timelines in order to achieve key results aligned to partner goals. Create and manage excellent, transparent, and always-updated project plans for all ongoing projects.
- **Active Participation:** Attend all partner meetings for partners within your portfolio, take notes during the calls, and actively engage by asking clarifying questions and ensuring all parties are set up for success.
- **Internal Collaboration:** Work directly with two Strategy Consultants and creative team members to ensure successful delivery of the project. This requires managing up and laterally across the agency. Coordinate schedules between the partners and the Matterlab team and develop systems to ensure team members are prepared.
- **Expectation Alignment:** Ensure ongoing support to partners and Strategy Consultants, including alignment on priorities, timing, process/tools adoption, training, and issue resolution.
- **System Assessment:** Track and measure project metrics and ensure necessary insights are collected, shared, and acted on.
- **Research and Preparation:** Support Strategy Consultants and VPs by conducting current and prospective partner research, data analysis, landscape analyses, and benchmarking as needed in order to improve Matterlab's ability to deliver excellent strategic support to partners.

Working at Matterlab

- The annual base salary for this position is between \$50,000 and \$60,000.
- All team members are eligible to earn commission for generating new business or expanding existing partnerships.
- A college degree is not required.
- Location is flexible (Matterlab's headquarters are in Austin, TX, and team members currently live in New York City, Dallas, Atlanta, Boston, Chicago, and Orlando), with a \$5,000 stipend available for relocation to Austin
- Unlimited vacation policy (with requirement that you take at least 2 weeks of paid vacation)
- Employee health, dental, and vision benefits available
- 401k with matching contribution up to 2%
- Company-wide volunteer days twice per year
- Paid 12-week sabbatical after five years of service
- [For those in Austin] Matterlab's studio is conveniently located in the heart of South Congress



Application Process

Interested individuals should [apply here](#). Applications are being reviewed on a rolling basis with the intent to fill the position as soon as possible. The Matterlab team carefully reads the open response questions on the application, so we encourage you to take your time to prepare a thoughtful response.

Matterlab is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, disability status, or other characteristic protected by law. We value diversity and are committed to ensuring an inclusive environment for all Matterlab employees.



More About Matterlab

Matterlab exists to amplify the impact of organizations transforming life outcomes for children and families.

We cultivate long-term, close partnerships with clients. As a seamless extension of our clients' own teams, we work collaboratively and bring a full range of services to the table, including business strategy, creative development, digital marketing, messaging platforms, communications execution, and thought leadership support.

Our outstanding team operates in an energetic startup culture focused on achieving scalable and sustainable results. Together with our clients, we impact more than 10 million children nationwide.

Across our country today, more than 12.5 million children—1 in 6 young people—are living in poverty, and only 11% of low-income children graduate from high school ready to succeed in college. We work in partnership with organizations and communities to change this unacceptable reality and advance economic empowerment.

Our Core Values

MAKE IT MATTER.

We focus on what is most important—making a sustainable impact on life outcomes for children and families.

DIG DEEP.

We get close to the people closest to the work in order to understand problems and opportunities.

EXPERIMENT.

We enjoy getting unstuck and seizing the opportunities in ambiguity.

START A CONVERSATION.

We know nothing is more powerful than communication and collaboration.

GO FORWARD, ABOVE, AND BEYOND.

We are hardwired to go the extra mile for each other and our clients.

SEEK SIMPLICITY.

We find simplicity on the far side of complexity by asking bigger and better questions.