



TW Job Description - Project Support

Job Description: the project support role will be in charge of completing and delivering tasks to the GSM on time and meeting all client OKRs. They will use SEO strategies, project management tools, Hubspot, and design software and will ensure timely delivery of all tasks, and provide weekly progress updates to the GSM.

Required Skills

- great project management and organizational skills
- excellent time management skills and coachable
- ability to create, compare and analyze data to make informed decisions using **Hubspot** marketing and reporting software. This includes emails, landing pages, SMM, workflows, reports, etc.
- skilled in **SEMRush** tools and search engine optimization
- experience using project management software **Asana**
- ability to use **Canva** for design work
- experienced and trained in professional copywriting
- an aptitude for active listening and engaging with TW Client pod and customers to meet their needs

Detailed Expectations of the PS Role:

- Attending weekly TW Client Pod meetings (Fridays and/or Mondays)
- Occasionally attend Client meetings (Thursdays) to ensure understanding of a new Client or new project point.
- Complete tasks delegated to you on time with Consistent use of SOPs and Tangible Words's Quality Assurance Process
- Be able to use the Tangible Words's Quality Assurance Process to critique other team member's work to consciously improve the quality of work.
- Always providing relief to the GSM and other team members by getting back to them on Slack quickly throughout the week.
- Start tasks on Mondays, and show your work and questions by end of day Monday.
 - Updating Asana tasks and communicating regularly with the GSM on how tasks are going on Slack is critical to this role.

Tangible Words

TW Job Description - Project Support

- For example, if you get hung up on something, addressing your questions on a Monday is everything to our client rhythm. Asking on a Wednesday breaks the team.
 - Metrics for success:
 - Team member asks questions and confirms understanding when the task is assigned
 - Submits first draft on, or before the due date, tasks are never overdue.
 - Team member responds quickly on Slack, daily
 - Team member checks Slack and Asana regularly for any last minute jobs needed from GSM
 - Team member takes notes and shows they listened well and asked questions to get a job done well
 - Communicates capacity to GSM and TW leaders (V&A) and sticks to it
 - Completes tasks on time or early to show interest in more work.
 - Attends all meetings as requested.
- Seeks leadership opportunities and communicates interest in moving up to the GSM role
- Slack engagement (e.g. welcoming new Team Members, interacting with TW Slack channels)
- LI engagement (updating & engaging on LI, keeping an updated LI profile)
- Work with Canva, Hubspot, Asana, SEMRush to complete tasks for Clients content, landing pages, SMM (Social Media Marketing), emails, process Map (PMAP), workflows, reports, mint CRO)
- Fill out TW timesheet on a weekly or daily basis (use 10-minute increment (0.15 on sheet) when appropriate). Send your invoice on the last day of each month.
- Be coachable: you receive feedback with ownership and accept opportunity to improve
- Be accountable: all results for your pod rest with you and you love this responsibility because you're great at it.



TW Job Description - Project Support

Who We Are:

Tangible Words is a growth agency: we help other companies grow scalable, successful, marketing, sales and customer retention systems. We're a fully remote team of digital marketers, Hubspot specialists, growth experts, sales professionals, copywriters, web developers, graphic designers, and copy editors. Our team operates from Canada and works across North America, sometimes intercontinentally. We work with clients in an array of industries. We pride ourselves on offering a work environment where work is a complement to the life you want to live.

Our Core Values:

1. Determination: find a way to make good results happen.
2. Problem-solve: track & communicate wins, victories and potholes.
3. Professionalism: take notes, project manage, be accountable for the action and the result.
4. Enthusiastic, energetic, tenacious, and always laying track to improve.
5. Relief: Always create relief, always help others profit.

We're looking for team members who:

- **understand our mission:** you inherently get what we are trying to achieve with our work to increase a client's revenue and you are excited to help;
- **want to grow with our team:** you want to be part of our remote work team, build relationships, and develop quality content; and
- **have the capacity:** you have the ability to do the work required and the work-life balance to complete required hours without sacrificing your health.

Pay: receive an hourly rate or per project plus a built-in bonus structure.



TW Job Description - Project Support

Contract: This is a non-fixed term subcontractor contract. We want to work with you to establish a working relationship, schedule, and timeline that work for your goals and our growth as a team.

To hold this contract, you will sign a Non-Compete Agreement with Tangible Words and a Non-Disclosure Agreement (NDA) that will uphold each client-requested NDA Tangible Words signs with their clients.

Perks:

- Grow with our company and take on leadership roles
- Learn sales, marketing, customer service that will serve your whole career
- Monthly paid professional development hours including business book club
- Build supportive relationships with team members
- Work with awesome clients (we're selective on which clients we take on and have a "no bullies" rule.)
- Work remotely
- Do or don't wear cozy pants
- Non-meeting days (we prioritize time for thinking work in our projects and discourage countless, unprofitable meetings)

We have designed this role so that you can feel like this is the "best job ever" for someone with these skills. If that's you, please apply, we're eager to get to know you and test out your skills.