



CREATIVE SERVICES MANAGER

The Dallas Symphony Orchestra has an exciting opportunity for an experienced Creative Services Manager (CSM). This role requires not only a discerning eye and creative vision, but also the ability to successfully manage projects from kick-off to final deliverables. The CSM will meet with key stakeholders to work on ideas and solutions for specific marketing pieces or campaigns and recommend solutions that meet their needs while adhering to and advancing the DSO's brand. This person will be responsible for creating and implementing the project roadmap including task delegation, design activity coordination, feedback solicitation and final product delivery that is on time and within budget.

This role requires both creative and technical skills, but equally important, requires strong people and organizational skills. The Creative Services Manager must have a solid understanding of integrated marketing communications techniques and core design principals, and be an expert at customer service across multiple internal teams with competing priorities and deadlines. As the lead of our design team, the CSM will manage the people, processes and technology for the team to deliver the highest level of results for the organization.

The CSM is a member of the Sales & Marketing team reporting to the Vice President, but works collaboratively across the organization to provide design services for other projects and initiatives.

The Creative Services Manager will serve as the graphic design team lead and will:

- Facilitate creative project kickoffs with key stakeholders to determine needs
- Ensure the project stays within brand standards and is patron-centric when working with key internal stakeholders
- Analyze and evaluate projects before they leave the design department to ensure they check all of the boxes for creativity, brand standards, and project requirements
- Concept, design and manage the review and production process for key projects with relevant stakeholders
- Develop brand guidelines and style guides for the DSO and our sub-brands and products
- Establish guidelines for presenting designs and managing the vetting process for all projects
- Lead brainstorming sessions with creative team to concept new ideas
- Manage, mentor, and encourage the creative team
- Evaluate and manage resources to enhance the highest productivity levels
- Ensure that multiple, overlapping and shifting priorities and deadlines are met
- Oversee daily tasks tied to creative production
- Produce monthly reports on team reports including trafficking insights, big wins and areas for improvement
- Troubleshoot issues that could slow down the process
- Manage a creative library for all current and historical projects and resources
- Suggest changes to workflows in order to improve efficiencies and cut costs



The Creative Services Manager will have:

- A Bachelor's degree in graphic design or related field
- A minimum of 5-7 years' experience as a graphic designer and 2 years' experience as a creative services manager in a fast-paced, dynamic environment with shifting priorities and deadlines
- Creativity, vision, big ideas and the ability to visually tell stories through effective design
- Touched all of the pieces of the creative process over time with a solid foundation in branding, print and digital production and current design trends
- Knowledge that ranges across design software including but not limited to the Adobe Creative Suite (e.g. InDesign, Photoshop, Illustrator), MS Office, video editing, social media platforms, and project management tools, like Monday.
- Expertise in design project management including kick-off meetings, timelines, design concepts, production requirements, vetting processes and providing final deliverables
- The ability to handle the stress of multiple high-pressure, shifting deadlines
- Analytical skills with an insightful attention to detail
- The ability to be flexible yet able to stay on point
- Strong conceptual and critical thinking skills
- Organizational skills and be adept at multitasking
- Excellent interpersonal skills and the ability to remain cool under pressure
- Skills in graphic design with a good sense of layout and typography best practices
- Digital and print production experience
- The ability to work independently and be a strong, decisive decision maker

The Dallas Symphony provides excellent benefits, free parking and tickets when available. Please submit resume with salary requirements and a link to your online graphic design portfolio to recruiter@dalsym.com. **Submissions without a graphic design portfolio will not be considered. We are not accepting applications for fully remote candidates at this time.**

COVID-19 vaccination, including a booster dose, is mandated for all DSO employees. Proof of vaccination will be required upon hiring. Valid exemptions are given in accordance with the law.

The Dallas Symphony Orchestra is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, disability, age, sexual orientation, gender identity, national origin, veteran status, or genetic information. The Dallas Symphony Orchestra is committed to providing access, equal opportunity and reasonable accommodation for individuals with disabilities in employment, its services, programs, and activities.
EOE- Equal Opportunity Employer