

## Direct Mail Production Manager

Daniller + Company | Austin, TX, | Hybrid

### About Daniller + Company

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At Daniller + Company, we help extraordinary nonprofits raise the funds they need to do extraordinary things. From world-class art museums to beloved botanical gardens, history museums, and science centers to social service organizations, our clients are mission-driven organizations that rely on us to engage their supporters through dynamic membership and annual giving programs.

We are an award-winning, Austin-based fundraising consultancy specializing in direct mail, email, and social media fundraising for 40+ nonprofit organizations across the United States—including The Barnes Foundation, Guggenheim Museum, Cleveland Museum of Art, Missouri Botanical Garden, National WWI Museum and Memorial, ProPublica, Lady Bird Johnson Wildflower Center, and many more.

We are a team-driven, boutique agency, comprised of smart, creative, and dedicated colleagues, with high collaboration and opportunity for growth. We move quickly, think strategically, and hold ourselves to a high standard because our clients' missions depend on it.

### The Job

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We're seeking a highly organized, detail-oriented, and collaborative Production Manager to oversee the execution of direct mail fundraising campaigns from planning through delivery. In addition to managing production operations, this role serves as the primary project manager for a select group of client campaigns, ensuring projects move seamlessly from strategy and creative development through production and deployment.

This is an ideal opportunity for someone who enjoys balancing detailed production oversight with client relationship management and cross-functional project leadership.

### What You'll Do

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#### Production (75%)

- Oversee proofing of projects in production with print vendors, including acting as a major contributor to the proofing team to check printer proofs, lettershop set-ups, and other meticulous items within the production portfolio.
- Ensure all projects stay on time and on budget and print specifications align with client budget and agreements.
- Collaborate with list services team to ensure that list quantities and merges are correct and final before ordering.

- Create all print and lettershop purchase orders.
- Track the status of direct mail campaigns and provide timely activity reports as needed.
- Ensure all deliverables meet company and client quality standards and comply with United States Postal Service (USPS) regulations.
- Request postage funding and reconcile postage usage.
- Monitor renewal inventory levels and initiate reorders as needed to avoid shortages or overages.
- Troubleshoot and/or escalate production issues with vendors as they arise.
- Responsible for reviewing master project calendar each week, ensuring timetables are created for upcoming projects in Asana (conferring with other team members and/or clients to confirm projects and timing).

### **Client/ Project Management (25%)**

- Build genuine, trusted relationships with nonprofit clients who are counting on your expertise and responsiveness.
- Understand clients' challenges, goals, brand, and positioning, and advocate for them internally.
- Schedule and lead client meetings with confidence and follow through with clear, organized communication.
- Summarize and present key client information to creative team and participate in brainstorming meetings.
- Manage assigned monthly renewal and quarterly upgrade campaigns for key clients.
- Manage project schedules and ensure timely completion of tasks and project milestones.
- Address issues or delays in projects with professionalism and tact.
- Monitor all stages of projects to guarantee they run smoothly and stay within budget.
- Request and organize launch materials (collateral) from client for the creative team.
- Prepare explanatory memos and design mock-ups to present to clients.
- Collaborate with internal teams (creative, audience development, reporting) to ensure cohesive execution.
- Manage creative process with vendors, including writers and graphic designers.
- Implement quality control of all client work, including proofreading and scope checks.
- Oversee project completion: proofing content and finalizing paper and electronic files.

### **What You Bring**

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You're equal parts production expert and project manager. You thrive on bringing order to complex projects, coordinating multiple stakeholders, and ensuring every detail is executed accurately and on schedule. Whether you're reviewing a printer proof, managing a project timeline, leading a client call, or solving a last-minute production challenge, you're calm, organized, and solutions oriented.

You enjoy building strong relationships with clients, vendors, and teammates, and you take pride in delivering exceptional work that helps mission-driven organizations achieve their goals.

- Exceptional organizational skills and attention to detail
- Strong written and verbal communication skills
- Ability to manage multiple projects, stakeholders, and deadlines simultaneously
- Comfort serving as the final reviewer for campaign deliverables

- Meticulous editing and proofreading skills
- Strong sense of ownership, accountability, and follow-through
- Ability to identify and solve problems proactively
- Experience working with print vendors, mailhouses, or direct mail production processes is highly desirable
- Experience managing client relationships or serving in a project management capacity is a plus

### **Required Experience**

- Bachelor's Degree
- 2–5 years of experience in project management, production management, account management, agency operations, direct mail, fundraising, marketing, or a related field
- Editing and proofreading experience
- Proficient in Microsoft Office Suite

### **The Details**

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**Hours:** Preferred Monday–Friday, 8:30 a.m.–5:30 p.m. Occasional extra hours as workload dictates. Minimum of three days a week working at the Daniller Austin, Texas office, and two days working remotely, depending on final candidate hired.

**Salary and Benefits:** Salary based on experience and credentials with a range from \$75,000 to \$95,000. Benefits include 401K plan, health, dental, and vision insurance, paid vacation and sick leave, parental leave, and numerous public holidays.

**To apply:** Please submit your resume and cover letter to [careers@daniller.com](mailto:careers@daniller.com).

*Daniller + Company is an equal opportunity employer.*