



<https://incsub.com/careers/campuspress-project-assistant/>

CampusPress Project Assistant

Description

We are on the hunt for some epic talent to join our [CampusPress](#) family.

CampusPress is a trusted leader in delivering tailored WordPress solutions for educational institutions around the world. Our platform powers dynamic, accessible, and visually engaging websites that support the unique goals of schools, universities, and academic organizations.

As a Project Assistant, you'll be part of a collaborative and forward-thinking team committed to innovation, accessibility, and excellence in web development. This role offers the opportunity to work with modern technologies, support impactful digital experiences, and contribute to projects that shape the future of education online. You'll need to understand and unite client expectations and requests, and ensure the smooth production of deliverables for our team.

If you're passionate about web technology and want to make a meaningful difference in the education space, we'd love to hear from you.

Responsibilities

The role will involve:

- Serving as the primary point of contact between clients, the accounts team, and developers during project execution.
- Developing and maintaining project timelines, ensuring realistic deadlines, and proper resource allocation.
- Tracking and routing custom development projects, collaborating with the development team to define requirements, set timelines, and monitor progress.
- Monitoring project progress and proactively addressing potential bottlenecks or delays.
- Coordinating timelines for site or network updates and custom features across WordPress multisite networks.
- Liaising with the sales team to align updates and new features with marketing initiatives and lead generation strategies.
- Working with the support team to resolve client issues, monitor recurring requests, and feed insights back to sales or development as needed.
- Maintaining a centralized task management system or traffic log to track project statuses, deadlines, priorities, and dependencies across teams.
- Facilitating kickoff, check-in, and delivery communications for development-related tasks or cross-team projects.
- Ensuring consistency in user experience across client WordPress networks.
- Monitoring website analytics and performance metrics and sharing reports to help inform development, support, and sales decisions.
- Ensuring adherence to accessibility (WCAG), SEO, and institutional content guidelines during updates and new feature rollouts.
- Performing quality assurance (QA) reviews to ensure all deliverables meet CampusPress standards and the Scope of Work before final delivery to clients.
- Leading and coordinating internal improvement projects aimed at enhancing CampusPress features and workflows.

Hiring organization

CampusPress

Field

Project Management

Employment Type

Full-Time

Job Location

Remote

Working Hours

Full Time - 40 Hours Per Week

- Proactively identifying workflow improvements and optimizing traffic management processes for speed, clarity, and accountability.
- Gathering feedback from clients and teams to identify opportunities for feature development and process improvements.
- Collaborating closely with CampusPress Head of Customer Success, Accounts & Sales, and CampusPress Lead Developer to optimize project execution.

Qualifications

Essential attributes and experience required:

- Proven experience in project coordination, traffic management, or a similar cross-functional role.
- Technical understanding of WordPress (themes, plugins, configurations), including multisite environments. Not required to code, but a working knowledge of PHP, JavaScript, and CSS is beneficial.
- Ability to break down client requests and statements of work (SOWs) into clear, actionable tasks.
- Familiarity with task management tools (e.g., Jira, Slack) and ability to track and report project progress.
- Comfortable working with support ticketing systems (e.g., Help Scout) and CRM workflows such as Hubspot.
- Experience with analytics tools (e.g., Google Analytics, Search Console) to monitor traffic and identify trends.
- Excellent English-language written and verbal communication skills, with the ability to host client meetings via Zoom and write clear reports.
- Understanding of UX principles and advocacy for best practices in usability and accessibility (a11y).
- Strong organizational skills with the ability to manage multiple projects simultaneously, set priorities, and ensure deadlines are met.
- Experience in a web agency environment or similar, preferably in an educational or SaaS context.
- Highly proactive, adaptable, and comfortable working in a remote, distributed team across time zones.
- Availability once or twice per week until 18:00 UTC to support US West Coast clients.

Desirable qualities:

- Approximately five years of experience working in a web agency environment.
- Proficient in presentation skills and adept at effectively hosting Zoom meetings.

We like all staff to be working 40 hours a week, but if you do want to work more hours, that's also cool with us.

SKILL-SET

WordPress, Multisite Networks, Jira, Communication, Slack, Google Analytics, Help Scout, GitHub, HubSpot, Coordination, Planning, Zoom, Accessibility, UX

Job benefits

Why Join us?

- Flexibility
- Very attractive working conditions for the right candidate
- 28 days paid leave per annum (up to 35 days)
- Opportunities for paid travel to attend WordCamps and other industry conferences
- Long service leave (3 months off paid) after you've been with us for a while
- Up to 2 months' salary bonus based on company growth targets

- Technology budgets every three years; the longer you serve, the higher you deserve
- General expenses budget yearly; the longer you work, the more you get

Our company values are that family and friends come first, and we always look to promote internally!

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What should I do now?

Download our [Project Assistant Task Sheet](#), answer those questions, and then submit your application. It's that simple!

*** We are unable to consider applications that fail to demonstrate a high level of written communication.

HIRING PROCESS

Our hiring process includes the attached task and an interview with our management team, enclosing a 2nd task. If a candidate successfully passes the interview stage, they will be offered a paid trial of 4-6 weeks before being offered a more permanent role.

Good luck!