

Cluster Manager, Dressing

Company Overview:

The Look Company specializes in providing world-class visual engagement solutions for sport, retail, and commercial clients around the globe. We are a high-energy, fast-paced organization that thrives on innovation, collaboration, and results. As we continue to grow, we are looking for a driven individual to help lead our production efforts and support our expanding operations.

At The Look Company, we value creativity, teamwork, and a can-do spirit. With offices in Canada, USA, Europe and the Middle East, we offer the chance to grow with a global company that rewards initiative, supports professional development, and fosters a culture of belonging and excellence.

Position Overview: Permanent, full-time Monday – Friday

Location: Barrie, ON | Tampa, FL | Seattle, WA | Remote available**

***This position may be based in-office or remote, with travel required. Applicants must have valid working rights in Canada or the United States.*

We are seeking a highly skilled and dynamic **Cluster Manager, Dressing** to lead all operational aspects of the **FIFA World Cup 2026**. The Cluster Manager, Dressing, reports to the Dressing Project Director and is responsible for assisting strategic planning, scope identification, organizing, implementing, and maintaining project schedules and managing documentation to ensure a smooth operational flow. This role requires exceptional organizational skills, attention to detail, and the ability to communicate effectively with all project stakeholders. The ideal candidate will have a proactive approach, with the ability to anticipate project needs, discern work priorities, and meet deadlines with little supervision. Familiarity with project management software and tools is essential, as is the capability to coordinate between various teams and departments to ensure project objectives are met efficiently and effectively. The Cluster Manager will be assigned to manage a scope of work specific venues within a larger program of work.

Role Responsibilities:

Scope, Planning & Delivery

- Oversee and assist on all aspects of project execution from initiation through closure, ensuring alignment with company strategy, commitments, and goals.
- Lead and assist with the definition of the scope and project deliverables, budget, project tasks and timelines
- Lead and assist with the definition of project scope and objectives, involving all relevant

- stakeholders and confirming technical feasibility with Operations and Installation leads.
- Lead and assist the planning and implementation of project tasks and goals, crafting detailed work plans, schedules, project estimates, resource plans, and status reports.
 - Develop an understanding of project scope & requirements to create accurate quotations.
 - Manage the approval process for project scope items and oversee artwork approvals and production.
 - Understanding of project scope & requirements prior to installation and decommissioning
 - Identify variations to scope and manage the changes through the change management process. Ensure sign-offs are obtained for all identified changes.
 - Develop and maintain full scale project plans for each project and obtain Program Manager, Project Director & client approval.
 - Plan and schedule project timelines & deliverables. Provide plan updates to Program Manager, Project
 - Director, Program Director, client and/or Executive Management on an agreed frequency.
 - Cost Engineer project with expected project expenses & budget against the actuals
 - Work closely with internal departments to ensure level of service maintained to deliver project successfully

Governance

- Implement risk management to minimize project risks. Identify and update risks to Program Manager or Project Director.
- Implement issue management to minimize project issues. Identify and update issues to Program Director.
- Identify opportunities or improvements both internally and externally
- Quality assurance on scope, installation, delivery
- Monitor, track and report on progress and deliverables for internal and client requirements
- Ensure timely and appropriate generation, collection, distribution, storage, retrieval, and ultimate disposition of project information.
- Update and maintain project budget, including tracking actuals to forecast and any reporting required
- Regular reporting as per project and client requirements, including but not limited to daily/weekly progress, risk and issues, budget, project close out etc.
- Detailed and organized document management and storage
- Develop best practices, tips of the trade and new methods to further enhance project execution for the rest of the TLC team. Identify where improvements can be made on internal processes.

Client & Stakeholder Management

- Serve as the primary or secondary (project dependent) point of contact for clients, stakeholders, and team members, ensuring all parties remain informed and engaged.
- Travel to site and to meet with clients and other stakeholders if required (minimal if any)
- Identify and resolve issues and conflicts within the project management team, clients and other stakeholders.
- Communicate changes, impacts, risks & issues to client and other stakeholders. Work with team to mitigate risks and resolve issues.
- Ensures project is being delivered to client expectations
- Acts as project lead and consultant, providing excellent and professional customer service at all times

Other

- Maintain positive relationships with internal and external stakeholders.
- Ensure the integrity of the business image both internally and externally.
- Be an escalation for customer (internal or external) concerns, help to resolve in a timely manner.
- Model exemplary behaviour and lead by example
- Perform other duties as assigned.

Qualifications & Requirements

- Prior experience in event project/program management specifically in the areas of look dressing and wayfinding
- PMP certification is an asset
- Excellent communication abilities; fluent in English (written & spoken). Other languages desirable (French, Spanish).
- Experienced with MS Office and Microsoft Project or equivalent Project Management software
- Ability to manage teams of employees (project managers and installation managers)
- Ability to effectively coordinate and influence groups of internal and external stakeholders
- Ability to work with all types of different nationalities with varying English comprehension levels without bias or prejudice
- Excellent customer service manner & ability to communicate and manage clients when required
- Effectively prioritize and execute project requirements and tasks, even under high pressure.
- Flexible & adaptable, especially during times of change & can conform to shifting priorities throughout project
- Decision making, critical thinking & problem-solving abilities
- Risk, Issue & Conflict Management
- Stress tolerance including the ability to be productive and level-headed when faced with

- conflicting demand
- Leadership & team player abilities
- Self-motivated and able to motivate others
- Organized and detailed in communication and administration

Preferred Skills and Qualifications

- Bachelor's degree in Business Management, or another related field.
- Experience in the printing, event, or dressing & signage industry.

We believe a diverse workforce makes a difference. We are an Equal Opportunity Employer. We appreciate the interest of all applicants, however, only those selected for an interview will be contacted.