JOB DESCRIPTION

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| **TITLE:** | Design Director | **DATE:** | 3/2016 |
| **REPORTS TO:** | Principal  | **FLSA STATUS:** | Exempt |
| **DEPARTMENT:** | Design | **MGT/SPVR:** | Yes |

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**SUMMARY**

Responsible for differentiating Pivot’s product and service offerings, and overall brand, by providing creative solutions and designs. Responsible for planning and managing the activities of the Design Team - including design and ancillary - by establishing high standards for design, developing a profitable creative design business, providing a high level of customer satisfaction and serving as communication link between sales, project management and design team members. Works with employees to establish goals and objectives and holds them accountable for achieving these goals. Supports sales management teams in securing new business, satisfying existing clients and meeting yearly sales goals. Reports to sales leader.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

* Provides direction and leadership to a functional team. Establishes and communicates goals and objectives for the team that are in line with the corporate direction. Makes decisions around hiring and terminations. Reviews individual and team performance and provides constructive feedback. Possesses specialized expertise in one or more functional areas.
* Clarifies the vision by explaining how it will impact team and individual success; works collaboratively with team to brainstorm an action plan to implement the vision; sets objectives to put the vision into action through policies and procedures.
* Defines and communicates innovative, clear and concise priorities to the Design Team.
* Coordinates workloads to accommodate needs and to compensate for overloads, absenteeism, and vacations.
* Participates in the recruiting, interviewing and hiring process of new personnel as required.
* Provides training, mentoring and development of the Design Team.
* Directs and supervises all full service design projects in conjunction with assigned Design Team.
* Manages design contracts and coordinates outsourced design work.
* Creates/maintains design standards including construction drawings, CAD, process, codes, etc.
* Establishes and maintains internal policies and procedures.
* Acts as primary creative design lead on all major strategic opportunities. Responsible for determining the best solution(s), including furniture, fabric and finish selection.
* Continuously focuses on the profitability of the design department by simplifying the design process, managing billable hours, gaining efficiencies, reducing errors, etc. Coordinates interface between sales and design to ensure that the design services are sold to clients during initial sales meetings with clients.
* Participates as needed in programming process to evaluate client needs and determine scope of services required by client.
* Frequently travels to each Pivot office to manage employees and provide creative design solutions on major opportunities.
* Continuously seeks out learning opportunities for creative product applications and shares with sales & design departments.
* Focuses on enhancing Pivot’s portfolio of design oriented product solutions. Coordinates the review and approval of new product sources and vendors.
* Maintains expertise in the industry, including knowledge regarding products, methods, promotional strategies and design trends.
* Participates in sales meetings and leads Design Team meetings.
* Increases visibility within the design community by establishing and maintaining contact with clients, potential clients, peers in the design community and people in related fields.
* Meets with customers and A&D influencers to promote Pivot’s creative design services.
* Continuously focuses on differentiating Pivot from competition and enhancing profitability through creative design and creative product solutions.
* Develops and maintains strong relationships with team, peers, clients, suppliers and other managers in the industry.
* Anticipates possible problems and develops contingency plans in advance.
* Develops and manages budget for area of responsibility.
* Promotes cooperation among team members, enlisting the active participation of everyone.
* Proposes new approaches, methods or technologies.
* Provides helpful, behaviorally specific feedback to individuals and team.
* Works with employees to set and communicate performance standards that are specific and measurable.
* Regularly attends industry events to expand network.

**SUPERVISORY RESPONSIBILITIES**

Directs the activities of the Design Team. Leads 20+ employees in different locations and carries out supervisory duties in accordance with the organization’s policies and applicable laws. Expertise in identifying and challenging assumptions. Responsibilities include interviewing, hiring and training employees; planning, assigning and directing performance; rewarding and disciplining employees; addressing complaints and resolving problems. Frequently travels to all No. CA locations.

**EDUCATION and /or EXPERIENCE**

High school diploma or GED required. Bachelor's degree (BFA/BA) in Interior Design plus at least 10 years related experience and/or training, including previous supervisory experience;orequivalent combination of education and experience. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Knowledge in furniture design trends, space planning and design technology required. Experience/familiarity with AutoCad, rendering software, and M.S. Office suite.

**CERTIFICATES, LICENSES, REGISTRATIONS**

Proof of valid California state driver’s license, and proof of insurance of an operable vehicle required.

**LANGUAGE SKILLS**

Ability to respond to complex inquiries or complaints from customers or members of the business community. Ability to effectively present information to top management in client organizations, public groups and other outside entities.

**REASONING ABILITY**

Ability to define problems, collect data, establish facts and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

**PHYSICAL DEMANDS**

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit; use hands to finger, handle or feel; and reach with hands and arms. The employee is occasionally required to stand. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, depth perception and ability to adjust focus.

**WORK ENVIRONMENT**

The physical environment is consistent with most professional service organizations. The noise level in the work environment is usually quiet.

Equal Opportunity Employer–minorities/females/veterans/individuals with disabilities/sexual orientation/gender identity.