



JOB DESCRIPTION

TITLE:	Design Director	DATE:	7/2020
REPORTS TO:	Chief Revenue Officer	FLSA STATUS:	Exempt
DEPARTMENT:	Design	MGT/SPVR:	Yes

SUMMARY

PIVOT INTERIORS

Our organization includes a strategic team of big thinkers and creatives who truly work interdependently. Whether planning our Customer Experience program, developing multi-pronged marketing strategies or designing projects for our innovative clients, we are constantly finding ways to underscore our promise to partner with our clients to make inspiring spaces that unlock their people's greatest potential. The pace is fast, the learning is constant...but as part of a team this driven, the possibilities are endless.

Your Role At Pivot

As the Design Director, you will be responsible for positioning Pivot's creative expertise and design services to support new and existing clients. You will lead a team of dynamic, creative workplace designers, establishing high standards for design and developing a profitable creative design business. You will ensure a high level of customer satisfaction while serving as a communication link between sales, project management and the design team members. You will engage new customers and industry influencers in forward thinking discussions and workshops to solve strategic challenges within their organizations and use your skills and expertise to influence, persuade and shape other's perceptions and beliefs about design and how physical space can improve people's lives.

In Addition, You Will

- Be responsible for leading and growing the design team including mentoring, professional development, establishing goals and priorities.
- Delegate/assign work, including monitoring team bandwidth and finding synergies where possible.
- Develop programming, consulting, strategic planning, conceptual designs, space planning, presentations, design development, and production.
- Establish and drive design process with our design teams to achieve excellent results for our clients.
- Drive project solutions and customer engagements to new levels both in terms of engagement and business development, but also in terms of innovative, tailored solutions.
- Lead multiple projects and motivate multiple teams.
- Establish budgets and manage to financial targets, be responsible for project scope, design contracts and coordinate outsourced design work.
- Continuously focus on the profitability of the design department by simplifying the design process, managing billable hours, gaining efficiencies, reducing errors, etc.
- Partner closely with the Sales and Marketing leadership team to deliver creative, robust, 360 client experiences, including metrics for new customer acquisition and engagement.
- Collaborate at a leadership level with clients, consultants, partners and industry influencers.
- Demonstrate our Pivot values of Respect, Integrity, Teamwork, Initiative and Curiosity in all aspects of work.

We're Excited About You If You Have

- 15+ years' professional experience including proven track record of leading a design practice and projects.
- Advanced degree in Architecture or Design preferred with a rigorous design education.
- Must be a licensed Architect, certified Interior Designer, or equivalent.
- Experience creating and developing overall design concepts and formulating design presentation strategies with an understanding of design history and trends.
- Excellent analytical and problem-solving skills.
- Outstanding graphic presentation skills.
- Strong leadership, management and mentoring skills.
- Proven track record of success in maintaining and growing client relationships, and a sense of business acumen to advise and guide clients as required.
- Strong, persuasive communicator with excellent verbal presentation skills and the ability to communicate complex design concepts to clients.
- Ability to use 2D/3D software, CET, AutoCAD, Sketch up, and Adobe Creative Suite (Photoshop, InDesign and Illustrator). Revit a plus.
- Knowledge of the total project process including fee and team management, schedules and budgets.

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.

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.