



## **Design Services (Operations) Manager / Senior Project Manager**

The Design Services Manager is an operations-minded people manager to ensure excellent client, team member, and partner experiences through clear processes, effective communication, growing people, and ensuring data integrity. Working closely with Project Leaders and the Vice President, this person must thrive in data, AMDG's ERP (Ajera) and staffing planning software (RUNN), spreadsheets, or other integrated tools to empower project managers, predict capacity issues, and increase project team performance. They must also be an excellent manager of people, understanding the importance of team cohesion, cross-functional collaboration, accountability and measurables, and a strong culture of communication, relationships, and a greater purpose.

### **Operations Management: 60 - 70%**

- Working closely with the Leadership Team, will oversee the firm's Design Services; developing and implementing best practices, processes, and strategies as it relates to design operations and project delivery.
- Establish, monitor, and analyze project performance metrics, identifying areas for improvement and maintaining consistent best practices.
- Work with Project Leaders and Project Managers to identify and mitigate project-related risk; develop and implement risk management strategies and processes.
- Oversight of design project proposals and contract documents. Alongside Owner, review and analyze contracts and proposals (including AIA contracts and AMDG terms and conditions) mitigating areas of potential risk and ensuring documents are completed in a timely manner.
- Leads and supports Project Leaders, providing direction and prioritization of key issues, best practices, and improvement of processes. Guides Project Leaders in professional development, participating in annual reviews and helping establish strategic professional development goals for the design team.
- Monitors project performance and steps in to assist when there are issues, supporting effective team communication/collaboration. Provides oversight and support related to team formation, long/short-term staffing projections, and sound capacity planning.
- Oversees Project Coordinators, ensuring effective utilization within project teams. Maintaining a long-term perspective provides training/development for Project Coordinators and further develops the PC role.

### **Disciplines Leader: 10 - 20%**

- Leads Discipline Team members, providing oversight and direction of strategic initiatives related to processes and protocols. Ensures alignment and collaboration across discipline teams.
- Oversees the creation of project related protocol documents, making sure they are regularly updated and relevant.
- Oversees the creation of project related templates and checklists making sure they are regularly updated and relevant.
- Manages the use of the protocols, templates and checklists by the design team.
- Develops or guides the development of processes, systems, and resources and ensures all team members are trained, communicated with, and following protocols.
- Ensures tech tools are effectively integrated and utilized for project management and delivery.

- Identify cross-discipline needs to improve project effectiveness and efficiency.

### **Design Project Management: up to 20%**

This will vary and the priority for this person will be the internal operations of the firm.

- Establishes and monitors project goals, schedules and fee budget.
- Defines roles and responsibilities for each Team member.
- Delegates and reviews the work of Team members.
- Responsible for identifying and resolving all project related issues that arise.
- Reviews client and consultant invoices.
- Schedules project deadlines on AMDG company calendar.
- Schedules and manages project team meetings.
- Prepares for, identifies and schedules technical and design QC's.

### **Qualifications:**

- Aligns with AMDG's core values of built to serve, dedicated to excellence, convicted by our mission, and driven to improve.
- Bachelor's or Master's degree in architecture, engineering or related field OR MBA or advanced business degree with industry experience is preferred.
- At least 7 years of experience in a leadership role within ideally an architectural firm but related industry experience will be considered.
- Strong understanding of architectural, project management, and building construction processes, systems and best practices.
- Experience with the Entrepreneurial Operating System (EOS) or understanding of its purpose and application.
- Demonstrated track record successfully and effectively leading project teams through complex design/construction challenges.
- Exceptional data management and analysis skills and experience with data visualization
- A knack for learning and leveraging technology and teaching it to others to improve effectiveness and performance.
- Excellent leadership abilities, with proven experience managing and leading cross-functional teams.
- Strong strategic thinking and problem-solving skills, with a solutions-driven mindset and ability to navigate and simplify complex challenges.
- Excellent communication and interpersonal skills, with a proven ability to collaborate and influence at all levels.
- A strong desire to learn and grow.

**[Click here to apply](#). Please include your cover letter connecting your unique experience to the position, plus your resume, portfolio, and compensation requirements.** Any application missing any of the requested information may not be considered.

AMDG Architects, Inc., is a fast-paced, high-touch, architectural, interiors, and site design firm in Grand Rapids, Michigan that prioritizes excellent work and unmatched client service. Our designers are 100% in-office Monday through Thursday due to our commitment to collaborative design and mentoring (working remotely on Fridays). There is some flexibility to work remotely at times for the right candidate after successful onboarding.

*No recruiters, vendors, or referrals, please. We will not respond to any solicitations.*