

Job Description – Fox Home Innovations

Job Title: Design Manager

Report To: General Manager

Updated Date: 11/18/2024



Position Summary:

Primary Goal:

The Designer is the face of the entire Design Experience; reporting directly to the General Manager this position's main responsibility is to complete all aspects of the FHI Design Process up to the production hand off. In addition, the Design Manager oversees all design team members, design processes, overall design metrics and workflow, materials & reps used and continuing education. Additionally, the Design Manager ensures that the design team maintains & evolves the FHI brand as the business progresses.

Qualifications:

- 4-year college degree in design-related field.
- 5 years residential design experience relating to interior design preferred
- Creative imagination and practical understanding of construction.
- Good communication skills, personable with a sense of humor.
- Working knowledge of Microsoft Office Suite
- Proficient in Chief Architect
- Strong knowledge of proper English, spelling, grammar, punctuation and word usage.
- Ability to communicate concepts, thoughts and ideas both written and orally to others.
- A working knowledge of all trades associated with residential construction.
- A demonstrated ability to understand simple plumbing, heating and electrical systems.
- An understanding of the Building Code as it applies to residential construction.
- A demonstrated ability to create, read, understand, and communicate through residential construction plan sets.
- A proven ability to manage people, trades and customer relationships.
- Understanding of budgets/basic financials and willingness to communicate directly to clients and peers.
- Must have strong organization, communication and project supervisory skills.
- Personal vehicle to get to and from worksite/showrooms and capable of transporting all necessary samples/materials.
- Mathematical and analytical skills necessary to do material take-offs and simple estimates.

Goals, Duties and Responsibilities:

The Designer is an integral and vitally important part of the FHI team, with responsibilities to the client, the production and sales departments. Additionally, their responsibilities extend to upholding the

reputation of the FHI name as well as designing projects that will have a profitable outcome for the company.

Design Manager Primary Responsibilities (in addition to Designer functions):

- Communicating the company's creative vision to the team & stakeholders
- Lead, Manage, and Hold Accountable designers and team members
- Develop, manage and update all design processes and procedures
- Manage Perfect Plan set and ensure consistency on all design projects
- Assist in Hiring design team members
- Manage and Train new designers as well as continuing education and training for team
- Develop new initiatives in design, new software, techniques, and ideas to stay relevant
- Take ownership of all projects held in design and track, schedules, revenue, hand off times and design backlog
- Push design team and design schedule to meet organization's needs of work and track project workflow throughout design
- Ensure client satisfaction on all design projects, increase participation with all clients on Buildertrend, and managing Buildertrend front-end experience
- Creating and managing design and showroom budget
- Manage design resources. i.e. software, capacity, materials, showroom, etc.
- Sit on leadership team and participate in all meetings/discussions and providing honest opinions to help shape and grow the organization
- Hold your own design meetings w/ clients
- Communicate with suppliers on their products
- Hold one-on-one meetings with direct reports

Designer Primary Responsibilities:

- Always deliver an exceptional client experience.
- Complete all design stages of assigned projects including preliminary design, design development and handoff to production.
- Conduct initial client interviews and document clients design goals, hopes and dreams, and develop the scope of work needed to complete the project.
- Recommend finishes, fixtures, materials, appliances and other miscellaneous items for each job. Assist the client in shopping at showrooms if necessary.
- Produce "as built" drawings, create imaginative and practical design solutions and prepare floors plans and elevation drawings for preliminary client meetings.
- Maintain current knowledge of construction codes and implement changes as required
- Maintain up-to-date knowledge of design trends, cabinetry trends, building practices and technical applications, including design software.
- Continue to learn and study design and residential construction as it pertains to the Designer position. Utilize continuing education opportunities whenever possible to gain new knowledge and experience. Attend continuing education events as fit to continue working knowledge.
- Adhere to all design related standard operating procedures.

Sales/Marketing:

- Participate and potentially coordinate as requested in trade shows and other marketing events.
- Work as a salesperson in the design process to make the project exciting with the end resulting in a contracted project.
- Review designs as needed with Estimator for feasibility and initial cost studies
- Work with Marketing to create digital marketing videos as requested
- Manage as assigned showroom product lines and keep all materials neatly organized for use.

Production:

- Provide information as needed to the Production Manager about conversations with subs in their bidding process.
- Provide information as needed to the Production Manager for pricing Change Orders.

Estimating:

- Ensure that clients homes are accurately measured and photographed for documentation of existing conditions by following Fox home Innovations Measurement Procedures.
- Work with in-house Estimator to create clarity in all scope of work
- Research specific items and materials as necessary to meet the varying needs of each client/project.
- Work with cabinet designers to complete layouts and elevations. On needed projects complete all cabinetry design work

Administrative:

- Participate in weekly FHI Meetings as required by agendas and appointments.
- Create Client and Office Project binders and assist with assembly of Production Binders.
- Oversee walk-in traffic in the Showroom with the help of other design team members & administrative staff
- Provide phone back up, and office help as needed.
- Chief Architect
 - Manage Design Software and Licenses as needed. Inform GM of any Design Needs
 - Develop working drawings to include electrical, mechanical, window and door schedules
 - Create 3D architectural features accurately representing existing and new design plans and create color renderings of designs as necessary. Perform 3D animation walkthroughs of design plans as needed with client.
- Buildertrend
 - Ensure that all CD's and design related documents are uploaded into the proper file in Buildertrend. Review and make sure all selections are finalized with clear detail.
 - Stay up to date on Buildertrend updates and be knowledgeable in software operation.

Leadership:

- **The Designer will embrace, support, enable and promote the FHI Core Values and Core Focus**
- The Designer will always maintain a positive attitude towards FHI, other team members, office staff, vendors/trades, and FHI customers.
- Support and promote all FHI policies, procedures and initiatives in a positive manner.
- Bring any, and all, negative issues to the attention of the GM immediately. Aid in the solution of these issues.
- Ensure all non-employee vendors and trades maintain the highest regard for FHI when on our sites or communicating with our staff or clients.
- The Designer will lead by example.
- Consistently act with honor, dedication and focus.
- The Designer will continually educate and improve both professionally and personally.
- Show an initiative to learn new skills, gain new information, grow creatively and pursue continuous improvement.
- Provide encouragement, recognition, constructive feedback and coaching to all team members.
- Resolve all conflicts in a manner which benefits all parties involved.
- FHI, whenever possible, will support all employees both professionally and personally through training, education and a positive, healthy work environment.

I agree with this description of the work I am to produce as the Design Manager of FHI and to the level at which I am to perform my duties. Additionally, I understand that Fox Home Innovations, LLC holds the right to modify and change this job description at anytime.

Signature _____ Date _____
(Design Manager)

Fox Home Innovations, LLC is an equal opportunity employer and does not discriminate on the basis of race, religion, color national origin, age, sex, gender, sexual orientation, disability, or any other characteristic protected by law.

Fox Home Innovations Core Values

Unequaled Client Experience: *Clear Communication & Expectations

*Personable & Empathetic, *Attention to Detail

Lasting Relationships: *Treat others the way that THEY want to be treated. (The Platinum Rule)

*Willing to learn and adapt *Loyal & Trustworthy

Work Ethic: *Skilled Craftsmanship at all levels *We do what we say we will do.

*Organized & Consistent *Don't screw the next guy

Tackling Adversity with Positivity: *Own it *Take definitive action

*"Calm seas don't make for good sailors"

We Grow and Have Fun Together: *Always learning

*We Are a Team *Excited about the future