

Position Description



Position: Regional Design Manager

Department: Design

Reports To: VP of Design Services

Date Prepared: 4/26

Position Purpose:

The Design Manager directs and manages the design departments for the Cedar Rapids, Davenport, and Dubuque locations, which is responsible for providing quality design work to clients in a timely manner, and within budget, while ensuring a high level of customer satisfaction.

Possible Growth Opportunities:

Vice President of Design Services

Director of Sales

Position Accountabilities & Performance Expectations:

Responsibilities include but are not limited to:

- Manages, directs and develops the Eastern IA design team, consisting of interior designers in Cedar Rapids, Davenport, Dubuque
- Primarily responsible for providing design direction to entire Eastern IA design team for all project work
- Marketing of all design services available, including finish selection, density/feasibility studies, space planning, bid document preparation, facility management, inventory management, rendering capabilities, etc.
- Manage and monitor Eastern IA design department's billable percentages, accuracy results, quote-to-actual percentages, and all expenses and billings
- Estimate, write, and monitor scope of work for design service contracts
- Maintain working relationships with key clients
- Manage Eastern IA workload and reallocate resources whenever necessary, usually on a daily basis
- Assists the VP of Design Services with all personnel, HR, and staffing-related issues within department, including:
 - Recruiting, interviewing, & hiring
 - Performance reviews
 - Disciplinary reviews, termination
- Assists the VP of Design Services in strategic corporate planning for the design department
- Assists in the development of Eastern IA's sales strategy
- Maintains current knowledge of the industry, products, methods, promotional strategies, and technology as well as trends within the industry
- Performs other duties as assigned

Corporate Accountabilities & Performance Expectations:

- Provide prompt, courteous, and exceptional service to all customers — both external and internal — by living out Pigott’s core values and contributing to the OnePigott culture. Consistently demonstrate professionalism, proactive communication, and a timely response to every service inquiry.
- Support Pigott’s commitment to quality by developing, maintaining, and continuously improving position-specific procedures, process instructions, and documentation to better serve the company, customers, and team members.
- Attend work as scheduled and uphold all guidelines as outlined in the Pigott Team Member Handbook.
- Accept responsibility for ongoing personal and professional development.
- Perform additional responsibilities at the request of manager or the Pigott Leadership team.
- Demonstrate cooperation, teamwork, and a OnePigott mindset by partnering effectively across departments and locations to achieve shared company goals and objectives.
- Adhere to Pigott corporate branding standards to ensure consistency, professionalism, and alignment in all internal and external communications.
- Maintain confidentiality of business operations on behalf of Pigott and all clients.

Position Requirements:

- BS, BA, or BFA degree in interior design, architecture, or a related field or equivalent combination of education and experience
- Prior experience with interior design, space planning, facility planning, architectural drafting, CET, AutoCAD, or furniture specification is preferred
- Strong leadership skills, attention to detail, and strong organizational skills are required
- These criteria will be used by the VP of Design to evaluate performance:
 - Maintains a high level of professional and technical knowledge for all related products and processes
 - Understands work procedures, requirements of the job and its priorities, and makes decisions accordingly
 - Attains necessary interpersonal, relationship-building, and communication skills to effectively interact with a wide range of internal & external customer contacts
 - Demonstrates commitment to professionalism, integrity, and sound judgment in all business transactions
 - Displays the commitment and mental attitude to promote the overall success of Pigott, Inc., through providing our client(s) with the highest level of customer satisfaction possible

Position Demands

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill and/or ability required. The physical demands described here are representative of those that must be met by a team member to successfully perform the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Additional Information

Pigott, Inc. is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Company will consider reasonable accommodations for qualified individuals with disabilities and encourage prospective team members and incumbents to discuss potential accommodations with the Company.