



OFFICE DIRECTOR

JLA Architects is a small, but growing, full-service Architectural Firm with offices in both Madison & Milwaukee, Wisconsin. We work on a variety of project types throughout Wisconsin – with the goal of expanding into new market segments – both geographically and by project type. We have a fast-paced, team-oriented atmosphere and encourage the professional growth of our team. We place a strong emphasis on Client service & satisfaction – placing it as our top priority. We are currently searching for the ‘right’ enthusiastic & dedicated person to join our team full-time as the Office Director for our Milwaukee office.

Position Summary:

As the Office Director, your responsibilities will be to oversee many aspects of your JLA Office Location – from small administrative tasks to ‘big-picture’ strategic planning. The Office Director will collaborate with - and be responsible to - the Firm’s President, but will be expected to work independently to initiate, prioritize, coordinate, and execute all their responsibilities and meet their performance goals. The Office Director will be expected to proactively direct & manage their JLA Team Members with varying experience, knowledge, and skillsets as well as external Consultants, Vendors, and Clients. The Office Director is an important & influential ‘face’ of JLA Architects and is always expected to be highly professional & engaging. The expected workload would be between 45-50 hours per week. Some travel to Madison may be required. Specific functions & responsibilities of an Office Director include, but are not limited to, the following:

General Administration & Operations

- Keep Clients Happy;
- Collaborate with firm President, Operations Team and other Office Directors to conceive & implement strategic planning initiatives to improve the firm’s efficiency & quality of work product;
- Collaborate with firm President, Operations Team and other Office Directors to conceive & implement strategic planning initiatives for market & geographic growth;
- Collaborate with firm President, Operations Team and other Office Directors, to review, conceive, & implement the firm’s policies & procedures;
- Collaborate with Information Technology (I.T.) Consultant(s) to resolve all computer hardware, computer software, & computer network related issues & needs;
- Maintain confidentiality of Leadership and Operations Team plans, initiatives and information;
- Prepare & Coordinate Agreements with Clients & Consultants;
- Evaluate, obtain, coordinate, and maintain outside vendors & agencies;
- Perform other Operational-related duties as required;

Business Development

- Collaborate with firm President & the Business Development Team to conceive & implement strategic planning initiatives for market & geographic growth;
- Collaborate with firm President & the Business Development Team to identify, market to, and obtain work in new market segments and/or with new clients;
- Collaborate with firm President & the Business Development Team to conceive & implement specific marketing initiatives to solidify existing Client relationships or help initiate new Client relationships;
- Proactively foster existing client relationships through personal contact such as phone calls, informal/formal social meetings, etc.;
- Research specific project leads (RFP’s, etc.) and prepare & coordinate necessary submittals for project leads;
- Perform other marketing-related duties as required and assigned.

Human Resources:

- Collaborate with firm President, Operations Team and other Office Directors to evaluate existing Team Members, identify strengths & weaknesses, and implement strategies to adjust the "Team mix" as necessary;
- Collaborate with firm President, Operations Team and other Office Directors to review, identify & define position descriptions & responsibilities;
- Positively impact office team results by proactively coaching, counseling, and disciplining employees; planning, monitoring, and appraising performance results on an ongoing basis;
- Proactively foster an office environment of respect, inclusion and teamwork;
- Lead and/or participate in the search for, and identify, potential new Team Members;
- Lead and/or participate in potential Team Member interviews & follow-ups;
- Understand company personnel policies, benefits, and procedures;
- Lead Team Member performance evaluations & reviews with Team Members;
- Administer Team Member discipline and/or termination, when necessary;
- Maintain Team Member confidence by keeping all hiring, personnel, and termination information confidential;
- Collaborate with firm President to evaluate compensation adjustments;
- Perform other human resource related duties as required & assigned.

Team Leadership & Management Qualifications:

- Must demonstrate & maintain a personal reputation of integrity & honesty.
- Must 'lead by example' with a positive & proactive approach of 'servant leadership and no inflated ego.'
 - Must recognize & consider what factors are important to each team member - workload, responsibilities, personal schedule, training, rewards, responsiveness, feedback, recognition, etc.
- Must be engaged, inclusive, & open-minded.
 - Must maintain an acute awareness of the office environment, culture, and issues;
 - Must have the ability to work effectively & fairly with a variety of people with different backgrounds, skillsets and personalities.
 - Must be an active listener & maintain openness to all ideas from entire team.
- Must have exemplary communication skills;
 - Must proactively provide the Team information that they need to operate effectively & efficiently - setting them up to succeed.
 - Must facilitate Team success by providing clear expectations, effective & efficient feedback, and the necessary follow-up.
- Must have exemplary time management & organizational skills;
 - Must have the ability & desire to work in a fast-paced, multi-tasking environment - while maintaining a keen attention to detail.
 - Must have the ability to prioritize & execute a variety of tasks within a single project and across multiple projects.

Additional Qualifications:

The ideal person for this position would also have the qualities, skills, and knowledge listed below.

- 15+ years of experience at a multi-disciplinary architectural firm with at least ten (10) years of experience managing projects & project teams;
- A demonstrated history of positive cultivation & maintenance of Client relationships in the southeastern Wisconsin geographic market.
- Demonstrated experience in master planning and/or designing architectural projects.
- Relevant experience working with, or for, private developer clients.
- Demonstrated experience with both Revit and AutoCAD Architectural Software.
- Demonstrated experience with Sketch-Up software;
- Demonstrated experience with Microsoft Office Suite Software;
- Demonstrated experience with Adobe Suite Software;

Compensation & Benefits:

- Salary shall be market-rate, commensurate with experience, skills, and knowledge;
- Benefits include Paid Time Off, Health Plan, Dental Plan, 401K Plan, Long-Term Disability Plan;
- Standard Holidays + Bonus Time Off;
- Family-oriented, flexible schedule;
- Team-oriented, relaxed (but professional) work environment/culture;

Request an Interview:

If you are a qualified candidate for this position and would like to discuss this great opportunity further, please submit the following information to the office below or e-mail them to JLA at HR@jla-ap.com.

- Professional Resume with relevant experience - including roles & responsibilities.
- List of Professional References - with specific contact names & current phone numbers.
- Past salary history and anticipated salary expectations.