



## Design Center Manager Job Description

### Company Summary:

We're innovative. We're customer centric. We're experience focused. We embrace the changing ideal of what and where people call home. We also believe in our formula for success – talented team collaborating with integrity, always executing, always innovating, while transforming neighborhoods and enhancing peoples' lives.

Onyx+East is a full-service home builder including development, construction, marketing, design, and sales – focused on serving clients seeking walkable neighborhoods and homes that make their life more connected and convenient. Headquartered in Indianapolis, Onyx+East is comprised of inspired and industrious individuals who are passionate about active lifestyles, exceptional customer experiences and creating solutions for neighborhoods that positively impact communities.

### Job Summary:

The Design Manager is responsible for curating the design aspects of the home buying experience, managing the options and selections process, and facilitating communication between internal teams, vendors, and homebuyers. The role is responsible for design and coordination of interior products and options and collaborates with Marketing/Market Strategy on model merchandising for all spec and model homes. The Design Manager collaborates regularly with the internal sales and construction teams, vendors, and potential homebuyers with the ultimate goal of creating a streamlined home buying experience with exceptional customer service.

### Key Job Duties and Responsibilities:

- Oversee the selection process with buyers to ensure a high level of customer satisfaction is delivered. Build trust with each client through effectively communicating product information, features, and pricing. Ensure that each client is comfortable and well informed during the selection process.
- Manage Design Center products offered through coordination of sample displays with vendors to ensure accurate specifications are demonstrated for customers. Additional coordination of replacement of discontinued options as needed.
- Collaborate with Operations team in creation of optional product lineups, continually keeping up to date on trends in products and design.
- Works with Operations Team to maintain all applicable databases used in developing option cost and quantity estimates for design selections made available to customers.
- Coordinate with Product Development and Operations teams – providing input based on customer feedback during selection process along with presenting ideas on design trends.

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- Participate in plan review process to look for opportunities to improve product based on customer feedback and create opportunities to add optional features and upgrades.
- Execute and manage custom interior designs for model and spec homes along with coordination in merchandising and staging of each model or spec home.
- Regularly walks communities to verify field installation of design/options are accurate.
- Design interior selections for spec homes and manage various color packages along with estimated pricing for each package. Ensure final documentation meets construction schedule.
- Collaborate with Marketing Team to review and advise on marketing materials, including floorplans, elevations, displays, and digital media to ensure accuracy in what is presented to Sales Team and Customers.
- Effective training regarding interior design features and trends delivered to sales force of the organization to ensure that accurate included features documentation is communicated for each project and product type.
- Identify areas to improve option margin and total revenue based on pricing and customer demand.
- Develop packages and bundling programs to simplify selections process and increase margin opportunity. Train sales team on features and benefits of each these packages.

## Experience and Skill Requirements:

- Minimum of three years of experience in interior design, sales, home building, estimating, and/or remodeling.
- Proficient in various technology platforms, with the ability to quickly learn new technology as needed.
- Skilled in concepts of design and knowledgeable on the latest trends in residential design.
- Knowledge of key features and properties of typical materials used in home construction finishes.
- Strong customer service focus and desire to be in a customer facing role.
- Willingness and ability to work some evenings and weekends as needed.
- Bachelor's Degree in Business, Design, Construction, or a related field.

## Position Reports to: VP of Operations

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