



Operations and People Manager

February 16, 2025

📍 **Location:** Newport, KY (In-Person)

💰 **Salary:** \$90,000–\$130,000 (based on experience & leadership potential)

📈 **Growth Opportunity:** This role offers room for increased responsibility and leadership as the firm scales.

About Emboss

Emboss is a mission-driven architecture firm specializing in **energy-efficient and impactful design** across a **diverse range of project types**. We work on **K-12 schools, hotels, apartments, bourbon distilleries, work environments, and various projects for local non-profits**. With **60+ projects per year**, we need a **strong operational leader** to ensure projects stay on schedule, teams perform efficiently, and the firm operates profitably.

We're looking for an **Operations & People Manager** who can **optimize project execution, track financial performance, and improve team accountability**. This role is ideal for someone who excels at **systems thinking, leadership, and process improvement**.

⚡ **Tech-Driven Efficiency:** We're seeking someone who is **highly tech-savvy** and passionate about leveraging **emerging AI tools and automation technologies** to enhance efficiency, streamline workflows, and improve operational processes across the firm. You'll play a key role in identifying and implementing **cutting-edge solutions** to help our team work smarter.

This position has **room for growth** and could evolve based on the strengths and ambitions of the right candidate.

What You'll Do

✂️ Project Scheduling & Operations

- **Manage and refine project schedules** for 60+ active projects per year, ensuring on-time completion.
- **Optimize team workload distribution** to maximize efficiency and avoid bottlenecks.
- Use **Ajera (or similar project tracking tools)** to oversee project phases and team allocation.
- Identify **risks early** and proactively adjust schedules to keep everything on track.
- Ensure **seamless transitions between design, development, and construction phases**.
- Continuously **evaluate and implement AI-driven tools** to automate and improve scheduling, resource planning, and team coordination.

💡 Team Performance & Accountability

- Establish **clear performance goals** tied to project profitability, deadlines, and efficiency.

embossdesign.com
(859) 431-8612

906 Monmouth Street
Newport, KY 41071





- Conduct **regular check-ins** with team members to ensure productivity and engagement.
- Track **time utilization & workload balance** to maintain efficiency across the team.
- Lead **performance coaching and accountability conversations** while fostering a positive culture.
- Seek opportunities to use **AI-powered performance tracking and reporting** to enhance transparency and decision-making.

Financial & Operational Performance

- **Monitor project budgets and profitability** within Ajera, identifying efficiency improvements.
- Analyze **time-tracking trends** to ensure accurate billing and profitability.
- Work closely with the CEO to ensure **project fees are aligned** while maintaining financial health.
- **Refine financial forecasting** to improve operational decision-making.
- Stay ahead of **AI-driven financial analysis tools** to optimize project cost tracking and budget forecasting.

People & Culture Leadership

- Support the CEO in **team management, workload balancing, and professional development**.
- Oversee **PTO tracking, onboarding, and internal team communications**.
- Help resolve internal conflicts and maintain a **strong, engaged team culture**.
- Adapt communication for **architects of all experience levels and work styles**.
- Champion the use of **AI and automation in administrative processes** to free up team capacity for higher-value work.

Who You Are

You thrive in **fast-paced, project-driven environments** and excel at **keeping people accountable while optimizing efficiency**. You're comfortable with **data-driven decision-making, process improvement, and financial oversight**.

Your Skills & Experience

- **7+ years in operations, project management, or people management** (AEC industry preferred).
- Experience in a **project-based industry** (architecture, engineering, or construction highly preferred).
- **Strong leadership skills**—able to hold teams accountable while fostering a supportive culture.
- **Financial & analytical mindset**—understands budgeting, time tracking, and profitability.





- **Tech-savvy and AI-curious**—excited about exploring and integrating **AI tools, automation, and emerging technologies** into daily workflows.
 - **Proficiency in Ajera or similar project management software** (or ability to quickly learn).
 - **Big-picture thinker** who can **set up scalable systems and improve firm-wide efficiency**.
 - **Career Growth Mindset**—open to increasing responsibility and leadership over time.
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What We Offer

- **Competitive salary (\$90,000–\$130,000)** based on experience & leadership potential.
 - **In-person role in Newport, KY** (close-knit team environment).
 - **Comprehensive benefits**—health, PTO, and professional development opportunities.
 - **The opportunity to help shape the firm’s future.**
 - **Room for growth and increased leadership responsibility** as the firm scales.
 - **A chance to lead AI-driven operational transformation in a forward-thinking architecture firm.**
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How to Apply

📄 **Submit your resume & a brief cover letter** explaining why you’re a great fit to Emma@EmbossDesign.com

🚀 **Know someone perfect for this role? Tag them or send them our way!**

