



DIRECTOR OF OPERATIONS

Location: Newport, KY

Status: Full-Time, In-Person (all Emboss roles are in-person except Executive Assistant)

Reports to: CEO (Emma Adkisson)

About Emboss

Emboss is a boutique architecture firm in Newport, KY committed to creating spaces where people, community, and the planet thrive. With 60+ active projects across K-12 schools, hotels, apartments, distilleries, workplaces, and nonprofits, we deliver thoughtful, high-impact design with the agility of a small studio and the standards of a national practice.

Job Summary

We are hiring a **Director of Operations** to build, refine, and run the internal systems that power a high-performing architecture firm. This person does **not** need to be an architect, but must appreciate the built environment. They will partner closely with the CEO to streamline operations, elevate efficiency, professionalize workflows, and ensure the business runs like a machine.

This is a **people + process + systems** role — the operational engine of Emboss.

Who You Are

You are the rare leader who is both strategic and operational. You love clarity, systems, and accountability — and you can command a room without raising your voice. You are:

- **Highly organized** with strong follow-through
- **Calm**, unflappable, and excellent at managing many moving parts
- **Detail-obsessed** but not rigid
- **Direct, confident, and assertive**, but warm and collaborative
- **Process-driven** — you love taking messy systems and bringing order
- Someone who **thrives in fast-paced, high-performance environments**
- A natural **problem-solver** who anticipates issues before they happen
- A person who supports the CEO by taking work *off* their plate, not adding to it
- Someone who truly enjoys leading through clarity, structure, and logic

If people often tell you that you “get more done than anyone they’ve ever seen” — you might be perfect.

Key Responsibilities

People & Leadership

- Serve as strong **in-person leadership** and steady day-to-day oversight for the studio
- Manage workloads, workflows, expectations, and internal coordination
- Partner closely with CEO and senior staff on team alignment and accountability
- Lead the **first round of interviews** for all candidates and maintain a steady hiring pipeline
- Support onboarding, training, and culture maintenance

Operations & Systems

- Keep all our operational systems running smoothly each day
- Maintain and improve SOPs, workflows, standards, templates, and checklists
- Integrate AI and automation tools to improve efficiency and consistency





- Ensure information flows clearly across the studio and nothing slips through the cracks
- Run **weekly operations meetings** with clear agendas, follow-ups, and accountability

Scheduling, Staffing & Delivery

- Own firmwide scheduling
- Maintain our weekly **60-day staffing map**
- Track project milestones and internal deadlines
- Support project teams in staying aligned, equipped, and on schedule
- Attend early client onboarding meetings and translate priorities into internal actions

Proposals, Contracts & Scoping

- Draft proposals, scopes of work, contracts, and project timelines
- Coordinate with CEO and project leads on pricing, deliverables, and expectations
- Ensure all project setup details (forms, files, workflows, consultant coordination) are complete and consistent

Billing, Revenue & Forecasting

- Oversee the monthly billing cycle and keep it moving on schedule
- Maintain a **monthly estimated income forecast**
- Track invoicing progress, AR status, and identify variances early
- Monitor utilization and staffing targets
- Assist CEO with high-level financial strategy through clear reporting (not CFO-level responsibility)

Studio Operations

- Maintain a smooth, organized, well-run in-person studio environment
- Oversee compliance, insurance, forms, licensing, renewals, and operational logistics
- Implement tools and processes that reduce friction and improve overall firm performance

Not Responsible For

- Drawing production | QA/QC of architectural documents | Design leadership

Compensation & Benefits

- **Competitive Base Salary**
- Health insurance, HSA, PTO, paid holidays, and paid parental leave
- 401(k) with company match + profit sharing
- Leadership growth and career development opportunities
- A collaborative, mission-driven culture with a supportive team
- A leadership seat where your impact is visible daily

How to Apply

1. Complete our Culture Index survey: <https://surveys.cultureindex.com/s/kLFZgUEdJm/112873>
2. Send your resume, cover letter, and portfolio to Emma@EmbossDesign.com

