

REDMOND ALDRICH DESIGN

Director of Operations Role & Responsibilities

Redmond Aldrich Design is a nationally recognized boutique interior design firm focusing on high end residential projects and select commercial interiors. Principal, Harvard trained Chloe Warner, emboldens the trusting client to elevate their aesthetic sensibility – we call it AQ – by designing interiors that deliver a poetic mashup of effortless and refined, pretty and perfectly weird. Signature to the brand is the masterful mix of texture, color, and pattern that is layered with intention and a studied understanding of design and architectural history. We provide clients with exceptional interiors, clear and sincere communication, and the confidence to discover their own AQ.

The Director of Operations at RAD is responsible for the smooth management of all office operations from onboarding new staff to contract review to purchasing equipment and software. They manage all HR needs, including payroll, benefit programs, annual reviews, etc. They track and analyze the financial health of the company, create financial projections, maintain and adapt the facilities, as well as manage all client billing. The ideal candidate has experience in accounting, finance, operations or facilities at a design firm (architecture, interiors, product design, showroom, etc). Strong written and verbal communication skills are required for both internal and external communication. Attention to detail and pride in personal organization are strongly valued at RAD and will go a long way to ensuring a successful fit. This position is executive level and will involve interaction with staff and clients.

Responsibilities

- **Day-to-Day Accounting:** You will work directly with the 3rd party bookkeeper and CPA to ensure all financial reports and tax documents are accurate and to assist in resource management planning. Track vendor 1099s and take ownership of client and vendor contracts, including review of time sensitive details (eg insurance, rate increases, etc). Process AP/AR and invoicing along with the 3rd party bookkeeper and manage company bank accounts, wires, etc. Maintain the general ledger.
- **Long Term Financial Planning:** You must be a strategic thinker who uses the tools of finance and accounting to identify issues before they arise and provides solutions to those issues that can be acted upon. Prepare resource management reports based on input from designers in coordination with bookkeeper. Prepare month/quarter/year end reports.
- **HR:** payroll, benefit programs, annual reviews
- **Facilities:** making sure the office is in good repair, staff has equipment

Qualifications

- **Education and Experience:** 7 years minimum of experience in an accounting, finance, HR or operations role, ideally at a design firm.
- **Technical Skills:** Excellent visual, written, and verbal communication skills. Must be proficient in Google Sheets and Excel. Experience with Studio Designer software is beneficial, but not required.
- **Temperament:** We expect professionalism, kindness, and honesty. We value thoughtful and clear written and visual communication delivered in a timely fashion. Ability to translate accounting/finance issues to people who are not familiar with them is a must.

Compensation & Benefits

Salary commensurate with experience
401k with matching (after 1 year of employment)
Health Care stipend
Unlimited sick and vacation time