

## MARKET SECTOR DIRECTOR

Join our team and open a new door to an amazing career! TowerPinkster is an innovative architecture, engineering and interior design firm based in the Midwest with offices in Michigan, Indiana, and Kentucky. We are looking for a talented Market Sector Leader to work directly with the business development team and guide new client relationship efforts in the government and (or) commercial market sector(s). This position includes working in the Firm's key sectors to identify and develop client and community contacts with long-term impact for the future success of the firm. The Market Director position favors an experienced, strategic professional with drive, initiative, strong interpersonal skills, and the desire to work in a collaborative environment with our team.

Responsibilities include positioning the Firm to cultivate opportunities, requests for proposals, direct pursuits with clients, and enhance our current market practice. It also includes leading a strategic marketing plan that guides the market to consistently meet and exceed the Firm's established financial goals. This role includes developing and growing your professional network, market expertise, and capabilities to ensure maximum effectiveness and client satisfaction. In addition, you will be collaborating with team members who have various specialized expertise to enhance relationships with current and future clients.

Given the role and responsibilities of this position, our expectation is to split time between business development activities and additional responsibilities in the firm, which may include project programming, design, project management, or other key roles depending on your skills and expertise. The responsibilities of this position may include, but are not limited to, the following:

### **POSITION RESPONSIBILITIES + EXPECTATIONS**

#### ***Culture:***

- Lead and encourage positive communication among team members and across other disciplines.
- Create opportunities to enhance teamwork and create inclusion, leading to a positive work environment.
- Strive to cultivate equity, respect, integrity, humor, and the celebration of talent.
- Promote a positive work culture by leading by example and supporting TowerPinkster Leadership Team

#### ***Client:***

- Perform business development functions, to include marketing, business development, and external networking to create personal connections and involvement in professional organizations.
- Create and maintain long-standing relationships with clients.
- Lead the process of interviewing with prospective new clients.
- Collaborate with the client in the planning and design process, determining solutions and defining the scope of the project to meet client needs.

#### ***Project:***

- Ensure clear understanding of project scope, roles, expectations, and deadlines.
- Serve as the senior subject-matter expert to resolve project challenges.
- Provide project management, design expertise, and contract administration for select projects.
- Lead and coordinate project efforts with other disciplines, clients, and construction partners to meet schedule milestones.
- Contribute and implement techniques for improving procedures and standards.
- Define scope of work and determine professional service fees.
- Conduct field assessments, design analysis, and perform site visits.
- Create and write reports and presentations to clients.

***Mentorship:***

- Assist the Manger(s) and Supervisor(s) with individual and team growth and development and create opportunities for educational learning.
- Influence the careers of professionals on your team.
- Mentor the team and share experiences, knowledge, skills, and lessons learned for continuous improvement.
- Lead, teach and guide project team members to assist in their growth and development.

***Leadership:***

- Communicate appropriate staffing levels and workload through collaboration with Manager(s) and Supervisor(s) in other office(s)
- Project future staffing needs and participate in various recruiting efforts for future staff.
- Develop and manage the market sector budget.
- Participate in organizations and other outside work activities to promote TowerPinkster and to develop relationships for long term talent selection.
- All other job duties as apparent or assigned.

**BUSINESS DEVELOPMENT**

- Lead business development efforts based on past and current relationships and network.
- Develop standard letter proposals and work with the Marketing team to develop RFQ/P proposal responses for various project pursuits. Lead and provide direction for interview presentations.
- Identify annual sales capture within market sector and set annual sales goals for market.
- Assist in definition of marketing plan including project pursuits, advancing expertise, strengthening reputation in sector, and defining advertisements / sponsorships / PR opportunities within sector.
- Establish and maintain positive relationships with City and County jurisdictions, State agencies, municipalities, and other clients and organizations.
- Identify potential community engagement opportunities and methods to enhance your profile in the community.
- Update marketing contacts weekly and attend BD meetings and others as required.
- Participate in speaking engagements and written articles that promote the Firm as an industry expert in the market sector.
- Mentor/develop other team members in business development roles and actives.

- Attend industry/market sector conferences for professional growth, networking, and promotion of our services.

## **PROJECT ENGAGEMENT**

- Work in a leadership role on a project team which may consist of client management, creative team structure, contract review and negotiation, programming, concept design, project management oversight, and skills that result in successful projects and satisfied clients.
- Work with Project Manager to review and edit project contracts and participate with PM in negotiation of contract language with client, attorneys, insurance provider, etc.
- Lead client management of relationship for project specific work and/or to maintain client satisfaction with various client contacts. Oversee client satisfaction feedback.
- Participate in problem solving with Project Manager and client related to potential errors and omissions, and challenging issues that arise during or after the project.
- Support the Project Manager, as necessary, in meetings requested by the client.
- Participate in any legal issues or claims that arise regarding a project.
- Monitor the profitability of projects that you are leading, meet with the Project Manager regarding project performance, and help support the PM on additional service requests.

## **POSITION QUALIFICATIONS**

The requirements listed below are representative of the knowledge, skill, and/or abilities that enable success in this role. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Comprehensive understanding of the business development role with an architecture and engineering firm, and strategies for proactive pursuits of clients and project.
- Proficient with establishing project fees, project schedules, and work plans.
- Excellent verbal and written communication, organization, and time management skills.
- Able to effectively present information and respond to questions from clients, stakeholders, and the general public.
- Strong background and success with project and people management.
- Ability to interact positively and professionally with clients, team members, and partners.
- Must balance time between office locations - Kalamazoo, Grand Rapids, other location(s)
- Participation in professional organization memberships, meetings, and conferences.

## **EDUCATION/EXPERIENCE**

- Bachelor's or Master's Degree in Architecture, Engineering, Interior Design, or Landscape Architecture from a four-year college or university.
- Licensure and/or accreditation from industry organizations.
- A minimum of 8+ years of related experience in the industry.

- Experience with Business Development and Proposal generation.
- Experience with managing and maintaining positive client relationships.
- Experience with all phases of project development; including studies, programming, concept development through construction administration.
- Experience with various project delivery methods.

## ***TECHNICAL SKILLS***

- Knowledge of Microsoft Office, including Word, Excel, and Project.
- Knowledge of Revit, AutoCAD, Photoshop, InDesign, etc.
- Knowledge of Google Workspace, including Slides, Docs, Sheets, Forms, Calendar, Gmail, etc.

## **WHAT WE OFFER**

- Seven time National award-winning “Best Firm to Work For”, focused on culture and a supportive work environment that empowers employees to stay healthy, fulfill their interests and passions, and balance work and life goals.
- Industry-leading compensation with paid overtime, performance bonuses, profit sharing and 401k match.
- Work-Life Balance program providing six additional holidays per year.
- Paid community service hours.
- Annual team training and professional development opportunities.
- The opportunity to reach your career goals with an award-winning firm.

TowerPinkster is a multi-discipline architecture, engineering, and interior design firm committed to integrity, quality, and environmental responsibility. Our doors opened in 1953 with just six people and now we have more than 200 of the best employees in Michigan, Indiana, and Kentucky. At our firm, it's our people who make us different. We have the freedom to explore new ideas, the tools to create innovative strategies, and the talent to inspire our clients through interactive design. Our expertise and collaborative, client-centered approach means the best ideas rise to the top. TowerPinkster was recognized as the Best Firms to Work for by Zweig Group for seven consecutive years. We are proud of this achievement and are thankful for our client relationships, our generous communities, and all the employees who contribute to TowerPinkster's exciting and creative culture! Our supportive work environment helps employees reach their career goals, and we have fun doing it!

[www.towerpinkster.com](http://www.towerpinkster.com). We are an Equal Opportunity Employer