

## haizlipstudio+dailydesignGROUP

HAIZLIP STUDIO+daily design GROUP are looking for a *Studio Operations & People Experience Lead* to help steward the daily life, culture, and operations of our collaborative design studio. This role is the connective tissue of the firm, welcoming clients, supporting the team, keeping systems running smoothly, and being part of creating a calm, confident studio environment. The right person is organized, people-centered, proactive, and energized by making things work better. This role touches operations, people care, client experience, and light marketing support, and is ideal for someone who loves bringing clarity, warmth, and order to a creative workplace.

2125 CENTRAL AVENUE  
MEMPHIS, TN 38104

we are community planners.  
we are architects.  
we are interior designers.  
we are exhibit designers.  
we are creative problem solvers.

Our collaborative studio tackles community based architectural design projects that are regional in location (other than our national Children's Museum specialty) and vary from small single family renovations to commercial and civic projects, and into practicing outside of the lines in design/build and development work. We've recently joined in collaboration and are seeking a thoughtful, A+ person, to help support our team, clients, and day-to-day operations. This role is not traditional admin; it is an integral position on the team focused on people, systems, and experience. You will be the first point of contact for many clients, a support system for the team, and a trusted partner to studio leadership. You'll help create an environment that feels organized, welcoming, and grounded, where designers can do their best work and clients feel genuinely cared for.

The key aspect of your role will be in 4 categories (and any creative skills related to architecture, interiors, construction, or graphic design where you could tag in on design efforts would be an added bonus):

### *Studio Operations/Business Support*

- Answer and direct the main phone line with clarity and warmth
- Greet clients, visitors, delivery drivers, and vendors
- Process incoming mail (opening, scanning, depositing checks, routing digitally)
- Manage invoicing, follow-ups, and basic financial administration
- Own studio-wide resource planning (currently within monograph) ensuring team members are appropriately allocated and future workload is balanced.
- Monitor project pipeline and proactively identify gaps or capacity cliffs, coordinating with leadership on business development needs.
- Run payroll and coordinate benefits administration and renewals
- Coordinate with our IT provider and help troubleshoot basic needs
- Track studio supplies, order inventory, receive deliveries, and maintain shared spaces
- Document and maintain standard operating procedures
- Facilitate Friday team check-ins

### *People Operations & Culture*

- Support onboarding and offboarding of team members
- Help design intentional rhythms for team care and connection

- Plan and coordinate team celebrations (birthdays, milestones, gatherings)
- Bring calm, positive, and grounded energy to the studio environment

#### *Client Experience & Intake*

- Conduct initial client calls to understand needs and assess best-fit services
- Route inquiries appropriately or refer clients to trusted partners
- Help ensure every client interaction reflects our values and care

#### *Brand & Studio Support*

- Assist with social media and website updates
- Support InDesign layouts for RFPs and marketing materials
- Coordinate lunch-and-learns and vendor presentations
- Organize and maintain the materials library and sales rep relationships

#### Who You Are

- Highly organized, reliable, and proactive
- People-oriented with strong emotional intelligence
- Calm under pressure and comfortable juggling priorities
- A clear communicator who enjoys helping others
- Comfortable with ambiguity and building systems as you go
- Values family/relationships, community, and meaningful work
- Daily performance will require clear, consistent, and respectful communication with internal team, clients, contractors, and vendors; effective organization and management of information; having working knowledge of computers, email platforms, printing, and online ordering; openness to ai; a desire to to learn and increase productivity.

#### You will really not like this role if:

- If you need constant direction.
- If you're uncomfortable making decisions and taking action within the responsibilities you've been given
- You're pessimistic
- You prefer the same repetitive responsibilities every day
- You like to work within existing systems and not push boundaries of growth.

#### Why This Role Matters:

This role exists to protect the creative energy of the studio, care for the people who work here, and ensure clients feel supported from their very first interaction. You will help shape how the firm feels, internally and externally, every single day. You will be led by the principal architect and be in support of the full team.

#### Why join HS+ddG?

We are a hard-working, entrepreneurial, close-knit design studio rooted in West Tennessee, who believes in the power of daily access to designed environments. Together, our work spans residential, civic, commercial, and children's museum projects across the country. Whether it be a home, office, or a children's museum, we see the

value in designing the full space from planning to architecture and interiors, exhibits to furniture procurement, down to the finishing touches. If you have an interest in positively impacting the built environment and bringing others joy through intentionally designed spaces, our studio might be a good fit.

#### Role Details:

This position is needed onsite at our office location, currently at 2125 Central Avenue, from 8:30am -4:30pm for a total of 40 hours per week. Depending when you prefer to take time out of the office during the day, you could begin earlier or end later, but these core hours of office coverage are desired. This cadence of in-person VS flexible work will continue to evolve as we grow together however the intent is to have quality time working in person together with the ability for team members to work off site if desired/more productive while meeting overall goals. At this time, having a team member consistently on site is helpful to current needs, but we are open to alternative approaches to allow this role more flexibility as well. We tend to work diligently when working to allow for space to take more meaningful breaks. Team member's lives vary; our calendar is designed to flex with the seasons of life as they evolve. The role is planned to be a full-time W2 team member with access to healthcare insurance and a simple IRA retirement savings strategy. More details of how the role will function in the larger office setting can be further understood by referencing our Team Member Info located on our website: <https://www.dailydesigngroup.com/team-member-info>.

#### Our Studio Culture:

Our core values are how we operate: <https://www.dailydesigngroup.com/studio>

Our years run on a quarterly cadence. With quarter ends at:

- FOURTH THURSDAY IN FEBRUARY
- THURSDAY BEFORE MEMORIAL DAY (natural pause)
- THIRD THURSDAY IN AUGUST
- THURSDAY BEFORE THE WEEK OF THANKSGIVING (allows a plan to be in place before the holidays kick off).

These quarter ends are when individual team member check-ins take place with firm leadership to chat about what's working and what we need to evolve, when we either set goals for the year ahead (in November), or check in on those goals in the quarters thereafter. Goal setting is important for both the professional and the personal layers of life and we support one another in both.

We sometimes practice a bit outside of the lines of the traditional profession to work to evolve our version of our architectural practice: we have a resale tax certificate to be able to sell products, we are under construction on a redevelopment project, and we are on a design-build team for a project. We move towards areas of opportunity that will bring more sustainability to the firm/profession. What other ways could we do things differently?!

We are constantly evolving, pushing to provide the highest quality services, and enjoying life in the process; if this piques your interest, send [Kate@dailydesigngroup.com](mailto:Kate@dailydesigngroup.com) and [Kate@haizlipstudio.com](mailto:Kate@haizlipstudio.com) an email with the subject line "Interest in Studio Operations & People Experience Lead". The email should include your resume, an

intro paragraph on why this is a position that interests you and where your strengths align with our needs, and a brief narrative telling us about a problem you've solved without being asked.

Much appreciated,



Kate Haywood

haizlip studio+daily design GROUP

principal architect

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