



**Title:** Director

**Location:** 37 Quarry Park Blvd SE, Calgary

At designQ, our people make the difference. We offer an exciting place to build your career with competitive compensation and benefit packages, company matching RRSP/DPSP program, employee home purchase program and retail discounts.

**Qualico's designQ is poised to expand its innovative approach to the home buying process with the launch of a new business unit in Calgary. designQ is dedicated to easing customer decisions and ensuring they end up with the home of their dreams by providing state-of-the-art design centres. This new Calgary unit will be a one-stop shop for interior design, products, and finishing, allowing families to create unique and personalized living spaces. We are seeking a visionary and skilled individual to spearhead this venture and guide the inception and growth of designQ Calgary. If you have a passion for design excellence and are excited about leading a groundbreaking team in transforming home customization, we invite you to join us on this exciting journey**

#### **Job Overview**

Reporting to the Regional Vice-President, as the **Director, designQ** you develop and manage the day-to-day operations of the Design Centre. You set and achieve goals and budgets. You provide strategic leadership that promotes a culture of excellence in people, and processes, all focused on delivering a best-in-class customer selections experience that utilizes advanced virtualization tools while showcasing the best in Qualico and our business units.

Your day-to-day responsibilities will include:

- Collaborating with the Vice-Presidents of Calgary's business units to develop short and long-term strategic goals for the Design Centre.
- Developing processes for a best-in-class customer selection experience on new builds, interior designs, showhome staging, selections, documentation and reporting.
- Identifying opportunities for process/system improvements, ensuring implementation, consistency and adherence to corporate marketing brand standards.
- Developing applications of best practices, standard processes and procedures to enhance operational efficiency.
- Managing, developing, reporting and modifying annual budgets based on business unit requirements to ensure annual goals and objectives are achieved.
- Analyzing and preparing reports for revenue and cost allocation for the Vice-President's review.
- Leading, developing and providing guidance to designQ team members. Planning, delegating and coordinating staffing as required.
- Fostering positive relationships with executive management, vendors, community sources and other key stakeholders.

As our ideal candidate, you are...

- A strong communicator; you clearly express your thoughts in conversation as well as write and present in a persuasive and influencing manner.
- An active listener; you seek to understand and listen to others in a non-judgmental way.
- A creative problem solver; you take evaluated risks to capitalize on opportunities and implement tough or unpopular decisions.
- A leader; you attract, retain, develop or improve the skills of others through effective coaching and guidance.
- A visionary; you see the 'big picture' and adjust work to reflect the complex network of forces at play.

### **Essential Requirements**

- Bachelor's degree in Construction Management, Building Technology, Engineering, Project Management, Interior Design or equivalent.
- Minimum 5 years of related experience in a managerial position.
- Demonstrated success in establishing or substantially improving a warranty, construction, or customer service program within the Home Building industry.
- Valid driver's license and access to a reliable vehicle.
- Satisfactory verification of criminal record check.
- Proficient in using office equipment and Microsoft Office programs (Outlook, Word, Excel, Teams, SharePoint and PowerPoint).

### **Preferred Qualifications**

- Knowledge of residential construction planning, building techniques, materials, codes, permitting, contracting and warranty processes is preferred.

### **What We Value**

- Creating trusting and successful working relationships.
- Cooperating with team members in an open, positive and respectful manner.
- Setting clear, measurable and achievable goals.
- Taking responsibility for the outcomes of decisions and actions.
- Staying current with technical job skills.
- Consistently meeting customer expectations.

### **Work Conditions**

You primarily work in an office setting during regular business hours, but being flexible as needed to deal with client demands. Overtime may be occasionally required.

### **About Us**

Qualico's designQ takes the edge off the home buying process and helps customers choose wisely and wind up with precisely the home they want. In our state-of-the-art design centres in Calgary, Edmonton and Winnipeg you'll be able to create a space that's unique to your family. It's a one-stop shop for interior design, products and finishing. For more information click [here](#).

*Qualico welcomes applications from people with disabilities. Accommodations are available upon request during the assessment and selection process.*

Candidates being considered will be contacted. We thank you for your interest. Join our [Talent Community](#) to stay up to date on job opportunities and to find out why we have the best reasons to come to work every day.

**Closing Date:** June 4, 2025

[Apply Here](#)