OPERATIONS MANAGER | CAMBRIDGE

Reed Hilderbrand is seeking an Operations Manager to manage the day-to-day operations of our Cambridge office, strengthen the workplace experience, and create an exceptional environment for staff, clients, collaborators, and visitors.

This highly visible role is ideal for a proactive, organized, and service-oriented professional who brings clarity, hospitality, and operational discipline to a dynamic creative landscape architecture practice. As steward of the workplace, the Operations Manager anticipates needs, improves systems, and ensures that the office reflects the firm's values while enabling design teams to work effectively.

Reporting to the Director of Finance and Administration, this position is a critical linchpin within the firm. The Operations Manager leads office operations, coordinates administrative workflows, and improves the systems that support the Cambridge office. The role also provides limited scheduling and travel coordination for the leadership team. These responsibilities are limited in scope and support.

The Operations Manager works closely with the Operations Specialist in Cambridge and the Studio Operations Specialist in New Haven to support efficient operations, promote consistency across locations, and maintain a high standard of service throughout the practice.

To learn about our firm, please visit: www.reedhilderbrand.com

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POSITION OVERVIEW

This role ensures the daily functions in our Cambridge office enable our staff to focus on design while the office runs seamlessly. This role serves as a central resource for staff and leadership, fostering an environment that is organized, welcoming, responsive, and aligned with the firm's values.

The successful candidate will be a thoughtful manager, an exceptional organizer, and someone who takes pride in helping others succeed. They will be equally comfortable

Reed Hilderbrand LLC
Landscape Architecture
130 Bishop Allen Drive
Cambridge, MA 02139

coordinating multiple priorities, collaborating effectively with administrative staff, and solving day-to-day operational challenges.

KEY RESPONSIBILITIES

This role is the central hub for operations and internal coordination.

Studio Operations Management

- Manage the day-to-day operations within the Cambridge office.
- Develop and improve operational procedures, systems and workflows that enhance service quality and efficiency.
- Anticipate operational needs and proactively identify solutions before issues affect staff or studio operations.
- Greet clients and new staff members ensuring a professional and welcoming environment.
- Oversee office services, supplies, equipment, facilities coordination, and vendor relationships.
- Coordinate maintenance and operational needs to ensure a safe, efficient, and professional workplace.
- Help establish priorities and workflows that support efficient operations and a high level of service for staff and leadership.
- Ensure that conference rooms, common spaces, kitchens, libraries, and visitor-facing environments are maintained to a consistently high standard.
- Support studio events, staff gatherings, leadership meetings, and client-facing activities.

Administrative Team Collaboration

- Work closely with the Operations Specialist to coordinate day-to-day operational activities within the Cambridge office.
- Foster strong communication, collaboration, and accountability across administrative functions.
- Partner with the Studio Operations Specialist in New Haven to share best practices, align visitor and hospitality standards, coordinate operational processes, and deliver a consistent Reed Hilderbrand experience across both locations

Workplace Hospitality and Studio Support

- Support staff, consultants, clients, and visitors with professionalism and attention to detail.
- Coordinate hospitality and studio services that reflect the firm's commitment to excellence.
- Serve as a trusted resource for workplace-related questions and operational support.

Administrative Support and Special Projects

- Support the Director of Finance and Administration in developing and implementing operational initiatives, resolving cross-functional issues, and completing special projects that strengthen studio effectiveness.
- Assist with implementation and communication of office policies and procedures.
- Contribute to onboarding and workplace-related administrative activities as needed.
- Maintain clear operational documentation and reliable administrative systems, updating both as workflows, responsibilities, and studio needs evolve.

REPORTING RELATIONSHIPS

Reports To: Director of Finance and Administration Collaborate Closely With:

- Operations Specialist (Cambridge)
- Studio Operations Specialist (New Haven)
- Principals
- Finance and Administration Team
- Marketing and Communications Team
- Design Staff
- External vendors and building management

QUALIFICATIONS

Required

- Five or more years of progressively responsible experience in office management, operations management, workplace administration, or a related management role.
- Strong organizational, project management, and problem-solving skills.
- Strong written and verbal communication abilities.
- Demonstrated ability to prioritize competing demands, coordinate multiple stakeholders, and move operational work forward without losing attention to detail.
- Proficiency with Microsoft 365, Outlook, and business productivity tools.

- Experience coordinating office operations and working collaboratively with administrative and support teams.

Preferred

- Experience in landscape architecture, architecture, engineering, design, consulting, or another professional services environment.
- Experience working directly with senior leaders.
- Experience coordinating travel arrangements, meetings, and administrative operations.
- Appreciation for design culture and creating environments where creative professionals can do their best work.

WHAT WE'RE LOOKING FOR:

The ideal candidate is:

- Professional, warm, and highly service oriented.
- Exceptionally organized and dependable.
- Collaborative and emotionally intelligent, with the judgment to build trust, address competing needs, and maintain productive working relationships across the studios.
- Comfortable working with senior leaders while maintaining discretion and professionalism.
- Skilled at coordinating multiple stakeholders and fostering follow-through on operational commitments.
- Able to establish clear expectations, build alignment among stakeholders, and advance operational initiatives through timely communication and consistent follow-through.
- Proactive in identifying challenges and implementing solutions.
- Possesses strong judgment regarding when to act independently and when to elevate issues to leadership.
- Invested in helping colleagues succeed and contributing to a positive workplace culture.

Why This Role Matters

The Operations Manager serves as the operational backbone of the Cambridge office. This role shapes the quality of the workplace experience for staff, visitors, consultants, and clients while helping ensure that day-to-day operations run smoothly and efficiently.

The firm's principals, project teams, and administrative staff all depend on a well-organized and responsive environment. Through thoughtful management, attention to detail, and a commitment to service, the Operations Manager helps create the conditions that allow others to focus on exceptional design work.

COMPENSATION

The salary range is $75,000–$90,000, commensurate with relevant experience, demonstrated capabilities, qualifications, and alignment with the responsibilities of the role.

TO APPLY

Please submit a resume and brief cover letter explaining your interest in the position and highlighting relevant experience in office operations, workplace administration, or professional services management to Cathy McDonough at hr@reedhilderbrand.com.

Reed Hilderbrand is a landscape architecture firm of 60 dedicated professionals based in Cambridge, Massachusetts and New Haven, Connecticut.

We are committed to design excellence and the pursuit of dynamic collaborations with mission-driven organizations, institutions, communities, and individuals to create meaningful landscapes. We focus on building enduring relationships with clients, collaborators and colleagues and on delivering projects at the highest level of execution. We believe that great work is founded on a great team and we look forward to meeting you.

Reed Hilderbrand is proud to be an Equal Opportunity Employer. We are committed to an environment of mutual respect, and seek to cultivate an inclusive, welcoming, and collaborative community.

Reed Hilderbrand provides equal opportunities for all employees and applicants for employment without regard to race, color, religion, creed, national origin, sex, age, ancestry, sexual orientation, genetics, pregnancy, marital status, gender identity/expression, disability, handicap, military obligations, veteran status or any other category protected by law. Reed Hilderbrand does not tolerate discrimination of any kind and will not allow any form of retaliation against individuals who raise concerns of equal employment opportunity.

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case-by-case basis.