

**Position Title:** Administrative Co-ordinator

As administrative coordinator, you will be responsible for administrative procedures, managing office operations, assisting in technical issues and executing administrative projects. Your "can-do" attitude, exceptional eye for detail, combined with superior organizational skills and ability to anticipate and get ahead of opportunities will be key assets to this role. As part of a small team, you are comfortable working independently, are a self-starter with major initiative and energy.

This position primarily oversees all administrative and technical responsibilities and reports to the President and Manager, Programs.

**General Administration**

- Executive Assistant to the President
- Office liaison with the landlord, interacting with landlord on general tenant issues, as required
- Office management: ordering supplies, up-keep on office necessities, liaising with printers for various requirements (business cards, mailing labels, general printing, etc.), maintaining office filing systems
- Booking and scheduling meetings
- IT liaison and IT support
- Interacting with the bookkeeper on a regular basis around AR requests or issues
- Requesting and issuing client invoices and tracking against AR reports

**Project Administration**

- Supporting the Senior Project Manager on client projects
- Updating and maintaining LMS system
- Scheduling project and client sessions and scheduling and sending project communication and reminders
- Ordering project and client materials (workbooks, printing, gifts, food etc.)
- Tracking client interactions in Highrise
- Maintaining client lists, databases and ensuring the company website is current and up-to-date
- Providing administrative coordination and support around client projects, as required

**Marketing & Sales Support**

- Website maintenance
- Social media scheduling and community management
- Coordinating printing of marketing materials
- Supporting the Marketing Manager
- Database management, maintaining accurate client records and monitoring/executing regular updates and database cleaning
- Tracking unsubscribes and "lost" members and updating information accordingly

**Qualifications and Experience:**

- College diploma/University degree in Business Administration, Marketing or Project Management is an asset
- Experience working in leadership development, training and development, professional services, human resources, education, client services, or marketing
- Administrative experience preferred
- Strong proficiency in html an asset
- Fluency in Microsoft Suite (Excel, Word, PPT) is essential
- Experience with WordPress is a strong asset
- Ability to work with Illustrator, Publisher or other design platforms also an asset.

**Skills:**

- Highly organized, detail oriented and deadline focused individual
- Able to manage multiple priorities and respond to shifting needs
- Exceptional verbal and written communications
- Able to comfortably and effectively interact with senior leaders
- Social media savvy
- Able to work independently as part of a small team
- Super organized... you're always one step ahead of everyone
- Enjoy working in a fast-paced, environment
- Friendly and outgoing