

Project & Administrative Coordinator



If you love managing the details, over-delivering on customer satisfaction and making sense out of chaos...all at the same time...and love to learn then this may be the position for you.

The Roundtable - a Canadian leader in leadership development - is looking for a full time Project and Administrative Coordinator. You are looking for an opportunity to make an impact and contribute to the next phase of growth in a dynamic learning development firm. If you can combine the ability to work independently with a love of team collaboration, this may be the place for you.

You'll be taking the lead on:

- Ensuring excellent delivery of our client projects from confirmation to final evaluation
- Making sure our program materials (online and in print) are error free and on-time
- Keeping our facilitation team happy by getting them what they need, when they need it
- Supporting our Founder in keeping her organized and ahead of the tsunami of to-do lists
- Responding to client needs quickly, efficiently and with a smile
- Looking for ways to make our organization more efficient and effective
- Plus every other little thing we may be able to throw your way that lines up with your talents

You bring:

- An infectious enthusiasm for project management and getting things organized combined with a love of the leadership and learning space
- At least 3-5 years in the trenches project management experience
- A pitbull-like tenacity to follow-through on details and anticipate needs
- Exceptional written and verbal skills are a must. Design skills are a major plus...and you're a quick study on technology (Microsoft office, Gmail, Eventbrite, MailChimp, Survey Monkey and UpCoach are all platforms you'll be using on a regular basis)
- A self-starter mindset with a continuous thirst to learn and grow
- A fearless, confident and trustworthy demeanor that lets our senior-level clients know that they're in great hands
- An optimistic and positive attitude and willingness to jump in and help – anywhere at anytime! You love being part of a team.

We can offer:

- a fast-paced, always innovating work environment
- the opportunity for you to build your own processes and tools
- a relaxed office environment that doesn't watch the clock... just deliver results
- ongoing professional development and career support

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- great colleagues and the opportunity to make a huge difference in the lives of Canadian leaders
- benefits program

Position Description:

This position primarily oversees all project management and administrative responsibilities and reports to the President and head of Programming.

Primary Job Responsibilities:

Project Management & Programming Support

- Creating and maintaining appropriate client files (hard and soft copy) as required
- Designing and distributing client materials as required (both online and hard copy versions)
- Setting up, launching and processing of online assessments
- Launching evaluations and compilation of evaluation summaries
- Providing coordination and support around programs and scheduling, as required
- Client relations, follow-up and general customer service
- Creating and issuing of consultant confirmation letters
- Ensure program materials are up to date and in excellent condition
- Maintain and update learning portal "UpCoach"
- Scheduling and logistical coordinator of alumni networks and events
- Requesting and issuing client invoices and tracking against AR reports
- Monitoring and reconciling project budgets

Database Management & Administration

- Maintaining accurate client records and monitoring/executing regular updates and database cleaning
- Uploading program participants to learning platform
- Tracking unsubscribes and "lost" members and updating information accordingly
- Managing shared filing system (online)
- Organizing and maintaining office filing system and supplies
- Interacting with our landlord on general tenant issues, as required
- Tracking client interactions within Copper (our CRM platform)
- Completing and submitting expense reports on a monthly basis
- Liaising with printers for various requirements (business cards, mailing labels, general printing, etc.)
- General support to the President, as required

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Skills & Qualities Required

- Incredible eye for detail
- Super organized... you're always one step ahead of everyone
- Relentless customer service orientation
- Outgoing and enjoy working in a fast-paced, environment
- Comfortable bringing structure and process to a low-structure team
- Enjoys a challenge... great problem solver

If you're interested, please send your resume to Shelby Gobbo at sgobbo@goroundtable.com.

Applications close February 15, 2021. Successful applicants will be notified by email and scheduled for an initial phone interview.

About The Roundtable

We are on a mission to create better workplaces by inspiring leaders to make a positive impact. Our programs win awards. Our clients rave about their experiences with us. Visit our website to learn more. www.goroundtable.com

Dream Big. Get Shit Done. Make an Impact. Have Fun.