

## **Office Coordinator/Manager Areas of Responsibilities**

This position reports to the Director of Delivery with a dotted line to the CEO.

### **Project related Duties:**

- Acts as a PCO – project control officer - managing action items, issue logs, project status and timelines for multiple projects at a time supporting the Director of Delivery
- Acts in a Project support role with the preparation of documents which includes
  - Proof-reading presentations
  - Formatting presentations
  - Printing and Binding decks
  - Creating templates/graphics for decks, collateral, marketing (print and online) materials. Research, select and purchase stock photos for presentations
  - Maintaining and updating templates / graphics for Visual Standard and Master Template
  - Secondary research i.e. online research, generating spreadsheets with data gathered
  - Primary research i.e. help recruiting survey participants, coordinate facility and catering for focus groups,

### **Sales support:**

- Acts in a support role on a limited capacity to
  - Format proposals
  - Maintain customer database
  - Generate client contracts from proposals

### **Administration:**

#### ***Office***

- Maintaining / ordering office supplies, décor,
- Dealing with third-party vendors
- General up-keeping of office space
- Keep newspapers and magazines current
- Maintain resource database
- Renew subscriptions to magazines and websites
- Book flights / car rentals / accommodations for project teams
- Maintain phone system

#### ***Bookkeeping support/Banking***

- Generating client invoices, following up outstanding invoices with project managers and client's account payable, updating project managers and Director of Delivery with status of invoices
- Banking i.e. coordinating funds transfer, paying bills, depositing cheques
- Maintaining / replenishing petty cash and submitting statements to bookkeeper
- Maintaining / tracking / updating project status on project management system
- Collecting and reviewing invoices and expense reports from team for bookkeeper, generate expense reports for Senior Leadership Team



mezzanine consulting

perspective you can depend on

***Client support***

- Greeting clients / visitors, and answering phone, taking coats and making coffee etc.
- Client feedback process

***Other***

- Faxing and mailing; filing
- Coordinate team social events i.e. purchasing tickets, catering, etc.
- Identify opportunities to improve the efficiency of the office and consulting team operations

**Qualifications required:**

- Minimum 3 years experience in a similar role
- System experience with MS Word, MS Powerpoint, MS Excel, Project software (e.g, MSPProject, @task)
- Professional image with excellent telephone manners
- Demonstrated client and customer service orientation
- Great attention to detail
- Excellent communication skills
- Flexible and enthusiastic
- Task orientated with the ability to multi task
- Adaptable to a small company environment
- Team player