



## OFFICE COORDINATOR JOB SCOPE & CRITERIA

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### POSITION

Scene Ideas Inc. is seeking an experienced Office Coordinator for our Richmond office. We are looking for a high energy, practical, positive and enthusiastic individual who can thrive in a fast-paced, live events-based business. Our ideal candidate is someone who can oversee and manage the day-to-day operations of the office, while providing excellent customer service and support to our clients and staff. This role is best suited for someone who can multi-task, think outside the box and take initiative to step up and get the job done. The primary focus of this position would be to ensure the office operations run smoothly and efficiently while providing timely, proactive service and support to all departments. The Office Coordinator would also be relied upon to build upon and further the great relationships we have established with our clients, vendors and staff. This is a junior level position with growth opportunities.

### OBJECTIVE

To maintain a highly organized and efficient business office and provide our customers, suppliers and staff with exceptional and friendly customer service and a professional business experience, while increasing efficiencies and contributing to an enjoyable and positive work environment.

### GENERAL DUTIES

- **Reception** - answering phones, greeting and directing guests, collecting, sorting and distributing all incoming paperwork, coordinating all incoming / outgoing couriers and logging all transactions, responding to questions from staff, customers, vendors, etc., coordinating service providers including IT support, cleaners, waste removal, etc.
- **Administrative** - providing confidential executive support to the three company directors as needed, managing and maintaining schedules, appointments and travel arrangements, stocking and ordering office supplies, inputting customer and venue information into company database and maintenance of these records, overseeing completion of paperwork for new employees and maintenance of these records, assisting in the creation of sales quotes by inputting initial information and following up as needed to confirm missing information, recording and distributing meeting minutes and internal memos, schedules, notices etc., assisting with maintenance and organization of server files, assisting with other admin tasks as needed, etc.
- **Accounting** – collecting, coding and organizing invoices, receipts, etc. for bookkeeper, processing credit card payments, bank deposits, sourcing supplier quotes, completing credit applications, inputting and maintenance of financial tracking documents, etc.

### SKILLS & EXPERIENCE

- Previous experience working in an administrative role (minimum 5 years)
- High school diploma or equivalent
- Post secondary education in business, computers or office management is an asset but not required
- Experience in the special event industry or project management is an asset but not required
- Excellent organizational and time management skills
- Strong verbal and written communication skills in English
- Strong computer skills on PC and Mac including great working knowledge of Microsoft Office
- Aptitude for learning new computer programs / software

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- Capacity to establish priorities and work under pressure
- Flexibility and adaptability to changing workloads
- Problem solving and attention to detail
- Ability to work and think independently without direct supervision
- Willingness to work additional time where necessary to complete tasks and meet deadlines
- Ability to liaise well with others and delegate tasks when needed
- Class 5 drivers' licence and access to a car

### EXPECTATIONS

- To always conduct oneself in a courteous and professional manner
- To contribute in positive ways that foster a collaborative, team orientated work environment
- To always respond to all communications, verbal or written, in a timely manner
- To approach workflow in a proactive fashion, following up with relevant parties as needed
- To be forward thinking, always considering the bigger picture and how to best achieve it
- To make recommendations and suggestions to improve workflow and efficiencies
- To finish tasks to completion
- To provide updates and status reports regularly especially when tasks have been completed
- To clarify any tasks, items or requests that are unclear or require more explanation
- To ask for help when needed
- To express and share goals for professional development
- To support teammates
- To understand and adhere to the company's code of conduct

### RATE & HOURS

- Starting rate is between \$18.00 to \$20.00 / hour based on experience
- Hours for this position are Monday thru Friday from 7:30 am to 4:00 pm
- Eligible for participation in Scene Ideas Inc.'s benefit plan which includes medical, extended health and dental coverage along with paid holidays following successful completion of 3-month probation period (company and employee split the benefit plan costs equally)

### OTHER

- International applicants not currently residing in BC or holding valid work permits will not be considered