

RECEPTION AND ADMINISTRATIVE ASSISTANT**PRIMARY FUNCTION:**

The receptionist greets guests to the studio consistent with the brand identity and in a professional manner and ensures they are responded to promptly. The receptionist must consistently deliver positive customer service to clients, staff, suppliers, etc. This role fields incoming and outgoing calls with professionalism and efficiency.

This role also provides administrative support to Studio Operations Administrator, and reports directly to the Studio Operations Administrator and CFO on an as needed basis.

EXPERIENCE:

- Must have 2+ years in an administrative role, in a multi-function office, preferably in design or architecture.
- Must have strong multitasking abilities due to a very fast-paced, challenging environment and rapidly expanding studio.
- Must have experience answering and transferring high volume callers on a multi-phone line system.
- Able to adapt to the multitude of tasks to be performed.

MAJOR RESPONSIBILITIES & TASKS

This position's responsibilities include but are not limited to the following items:

RECEPTION:

- Answer incoming calls and direct callers to the appropriate party
- Keep reception area neat and tidy at all times
- Maintain main boardroom cleanliness and restock supplies as needed
- Maintain and manage kitchen equipment
- Retrieve messages from voicemail and distribute message to appropriate parties
- Know where staff are at all times to be able to respond to calls appropriately
- Update and maintain the Out of Office calendar as well as schedule staff kitchen duty
- Greet and host guests in a professional manner, serving refreshments
- Receive, sort, distribute and send mail, packages and publications
- Maintain and order postage and courier supplies as needed
- Provide documentation for incoming and outgoing courier packages and liaise with couriers to ensure timely and accurate delivery of packages
- Organize local and international shipping of various sample packages via FedEx, United Messengers or other courier companies

ADMINISTRATIVE:

- Provide support as needed to the Office Operations Administrator and CFO
- Maintain the public contact database. Add, delete, and modify contacts

- Service and maintenance coordination of office equipment
- Assist in the archiving of project files and maintaining storage room retrieval database
- Assist in ordering office and kitchen supplies as needed
- Keep the supplies stocked, organized and easily accessible
- Maintain digital cameras and laser measures
- Assist in the filing and maintenance of studio filing system
- Assist during holiday and special events activities, gifts, cards, caterers etc.
- Train new interns for reception coverage
- Ordering lunch, providing catering options for events and meetings
- Work with the Studio Operations Administrator to maintain the cleanliness of the studio
- Other duties as required;

SCHEDULING:

- Scheduling meetings for the partners and staff
- Assist in managing boardroom calendars
- Maintain out of office calendars and input approved staff vacation requests
- Assist in scheduling and coordinating client meetings and setting up conference calls
- Track and send project-related meetings to finance weekly
- Work with librarians and suppliers to schedule and coordinate lunch and learns

FINANCE:

- Work with the CFO to assist in reconciliation of credit cards and daily receipts
- Send out invoices as directed by CFO
- Enter vendor invoices into accounting program

TRAVEL:

- Assist in travel booking for staff and the Partners
- Prepare detailed travel and flight agendas for Partners and staff (templates already exist)
- Update Calendars to reflect travel plans and appointments

CORE SKILLS & QUALITIES

Customer & Client Focus: Focuses on and anticipates customer needs; responsive to customer issues

Detail Focus: Meticulous, ensures tasks are completed fully and accurately; does not leave “loose ends”; orderly approach; documents activities fully; methodical approach to problem solving

Drive and Energy: Has inner drive, not dependent on others; Goes beyond specific requirements of the task or role; Seeks opportunities to “stretch” capabilities; Delivers beyond expectations; Bias for action

Initiative: Makes things happen; Initiates change and improvement; Catalyst; Pro-active

Accepts Accountability: Takes personal accountability for driving and delivering results and achieving outcomes; Gets on with it

Emotional Intelligence: Well-balanced emotionally, able to access and regulate emotions productively; Mature outlook; Self-aware – understands own capabilities and limitations; “Comfortable in own skin”; Aware of own impact on others; Seeks assistance and support when necessary

Networking: Understands the power of developing and maintaining a network of relationships to achieve goals; Contributes and shares information for mutual (longer term) gain; Uses networks well; Builds strong partnerships internally and externally

Resilience: Maintains perspective, a positive outlook and effectiveness when under pressure; Uses specific strategies to assist self and others to cope, including humour, prioritizing, adjusting resourcing of key tasks; deals effectively with challenge and obstacles

Persuasiveness: Presents ideas and arguments convincingly to persuade others to follow; Can conceive/pursue sophisticated/subtle strategies to achieve influence in complex environments

Communication: Ability to manage expectations. If unclear, always clarify wants and needs. Willingness to ask questions and not make assumptions.

CORE VALUES & BEHAVIOURS

- Works collaboratively with the II BY IV DESIGN Team to live the company values in a manner that generates excitement, enthusiasm, alignment and commitment to action consistent with the external brand identity.
- Offer feedback that supports the growth and development of team members
- Shares insights and learning
- Consistently operates as a role model for appropriate and professional behavior
- Takes on challenging conversations as required
- Highly inclusive and welcoming, taking on actions that support and help develop the culture.
- Fosters a culture that promotes ethical practices, passion, and encourages individual integrity, accountability and responsibility.
- Generates a clean and organized work environment

CONFIDENTIALITY

Both during employment and after, employees of the firm will not disclose confidential and proprietary information learned during the course of their employment unless disclosure is required by law. Please refer to the Employment Contract and the Employee Handbook for further clarification