

STUDIO OPERATIONS

EXPERIENCE:

Must have 5+ years providing both operations and administration support to management and executives, in a multi-function office, preferably design and/or architecture, commercial real-estate development, retail or hospitality. Undergraduate degree preferred, alternatively a combination of education and working experience. Must have previous human resources experience and knowledge of the Employment Standards Act. Must have strong Microsoft office skills (Outlook, Excel, Word, PowerPoint). Able to understand, operate and troubleshoot modern technology. They will report to senior management.

PRIMARY FUNCTIONS AND MAJOR RESPONSIBILITIES

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

HUMAN RESOURCES DUTIES:

- Act as primary contact to maintain office policies including the employee handbook, operational manual and education policies, lieu time, vacation, with external employment lawyer as required
- Creates and maintains employee contracts and personnel files
- Maintain Studio Culture standards. Winning the trust and confidence of our studio, reinforcing a positive and harmonious work environment
- Put together onboarding packages and assist Design Manager in the process (templates have already been established)
- Conduct onboarding with new employees on first day to get them familiar to the studio and its' policies
- Participate and scheduling of staff performance reviews with the internal team and documentation. Follow up with the staff and organize anything from the outcome of those meetings. (follow-up meetings, including peer feedback and goal setting)
- Managing and documenting employee development
- Assist Design Manager with the benchmarking process (templates already established)
- Support Design Manager to work with recruiters to fill vacant roles in the studio, screening candidates, scheduling interviews and administer technical tests
- Manages vacation requests and maintains this as well as tracking lieu time, stat holidays and vacation request coordination and ensuring the information is up to date
- Booking appropriate consultants to support and discuss the policies and procedures to educate the studio staff.
- Assist in coordinating Health and Safety program.
- Maintain confidentiality

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IT DUTIES:

- Working with IT consultant to ensure technology is in working order at all times
- Coordinating with the IT consultant to ensure speedy response to technology issues
- Troubleshooting technical issues in the studio (hardware, software, virtual meetings, Wi-Fi, remote working issues with assistance from IT consultant)
- Maintain and understand software, hardware and licensing needs
- Manage the in-studio licensing assignments to employees
- Frequent review of equipment with IT consultant to keep technology current

ADMINISTRATIVE SUPPORT:

- The primary role is to look after the daily operations and administration of the studio.
- This role will work closely with the Partners, CFO, and Design Manager along with overseeing and managing the receptionist.
- Provide administrative support to the Partners and Design Manager as needed
- Working with team to plan and execute company teambuilding events
- Coordinate with Marketing Department for in-studio updates and announcements

OVERSEE BELOW LISTED RECEPTIONIST FUNCTIONS:

- Coordination, scheduling, complete additional personal and business-related requests from the partners
- Renewals of Partner's yearly memberships and affiliations
- Work with the CFO to assist in reconciliation of credit cards and daily receipts
- Entering vendor invoices into accounting program
- Assistance with CFO, as requested with monthly client disbursement invoicing
- Assistance with CFO, accounting/bookkeeping tasks as requested
- Maintaining and monitoring the security, alarm system, distribution of office keys and alarm codes and configuration of entry fobs
- Service and maintenance coordination of office equipment, not excluding equipment lease negotiations
- Work with contractors for occasional upkeep of the studio; replacing lightbulbs, fresh paint, repairs, etc.

VALUES & CORE LEADERSHIP SKILLS & BEHAVIOURS

- Work 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
- Share insights and learning
- Consistently operate as a role model for appropriate and professional behaviours
- Take on challenging conversations as required
- Be highly inclusive and welcoming, taking on actions that support and help develop a positive studio culture

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- Foster a culture that promotes ethical practices, passion and encourages individual integrity, accountability, and responsibility
- Generate a clean and organized work environment

ADDITIONAL SKILLS AND QUALIFICATIONS:

- Undergraduate degree preferred, alternatively a combination of education and working experience
- Above average Microsoft Office skills (Outlook, Excel, Word, PowerPoint).
- Able to understand, operate and troubleshoot modern technology
- Detail driven
- Excellent written, oral communication and interpersonal skills
- Strong organizational skills, efficiency and able to work independently
- Capable of multi-tasking
- Flexible to change priorities as required
- Client focused and customer service oriented
- Ability to maintain confidentiality and professionalism at all times

SKILLS AND 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 and resourceful

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

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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.

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.