



Job Description – OFFICE MANAGER

The thing you love most about working is having a positive impact on the people around you and adding value in any many ways as you can! Your positive attitude and energy, exceptional attention to detail, and passion for problem solving are keys to your proven success in fast-paced work environments.

The Idea Suite is looking for an Office Manager who would love the opportunity to be part of a close-knit team in a fun, creative and fast-paced entrepreneurial environment. The office manager role will allow you to be at the core of the business – supporting your team and keeping everything running as smoothly and efficiently as possible so the business can thrive.

WHO WE ARE

The Idea Suite is a boutique innovation agency that helps some of the leading companies in North America invent new brands, products, services or approaches to transform their growth. Our key offerings include innovation projects, strategy workshops, insights projects, and capability-building programs. Our work spans a wide range of industries and sectors and is fun, challenging and highly creative. We are a small but fast-growing agency (<10 employees) located in mid-town Toronto.

WHO YOU ARE

- You are a positive-minded team player who builds energy in the workplace
- You're a people person – you love meeting and interacting with new people, getting on the phone to talk to people to solve problems, and working in a team environment
- You love supporting others in every way possible to maximize their effectiveness and wellbeing – you proactively look for opportunities to help, no matter the task
- You thrive working in a dynamic, fast-paced entrepreneurial environment – you are fast and highly flexible and have a high tolerance for ambiguity; you always seek to clarify expectations so that you can meet or exceed them every time
- You're computer and tech savvy! You're a fast typist with proficiency in all key Office programs (including Outlook, Excel, PowerPoint, Word); you are extremely well versed in computers (Mac and PC), iPhones, printers, social media; you embrace the use of digital apps and tools in your personal and professional life; you can easily learn and adapt to new digital systems/processes and train a team on them, if required

- You have exceptional and proven attention to detail – in particular, you never forget a task; you enjoy and excel at working with, analyzing and reconciling numbers; and you're adept at transcribing conversations and proof-reading written communication.
- You are highly organized and love managing multiple priorities at once – the more you have going on, the better!
- You've a creative problem solver who enjoys overcoming barriers and finding creative solutions to make stuff happen
- You have a growth mindset – you are hungry to learn and self-aware with a constant desire to improve and to add as much value as possible
- You have a proven work ethic with the utmost integrity
- You can handle physical work and are available to travel (potentially 1-2 short trips per month)

WHAT YOU'LL DO

Key Responsibilities:

- Office and inventory management – ensuring the office is clean, stocked and fully functional – arranging cleaning, stocking fridge and supply cabinets, ensuring appliances and technical equipment is in great working order, liaising with the landlord, etc.
- Right-hand support – You will provide ongoing support to the Principals of the company
- Project support – You will work closely with project directors/managers on a variety of projects, providing support as needed
- Expense, Invoice and customer database management – inputting and managing expenses, tracking and following up on invoices with clients, managing data entry and mass communication for our customer database
- Reception - You'll be the welcoming face and voice of our company, handling all reception duties for the office
- Relationship building – you will build and maintain great working relationships with suppliers, clients and colleagues
- Calendar management – you will manage the Principals' calendars, ensuring that they are organized, on time, that their time is prioritized against highest value work
- Travel booking and management – you will book travel for the office, including liaising with our travel agent as necessary, ensuring flights, hotels, cars are booked, and managing travel changes and issues as they arise
- Workshop management – you will own all logistics for client (and internal) meetings including venue searching and booking, catering, printing materials, preparing templates as required, packing of the supplies, ensuring necessary AV solutions are in place, etc. You will attend workshops with duties including setting up AV, hanging materials on the

walls, unpacking and packing kit, managing meals and snacks, dealing with ad-hoc client requests, etc.

- Online and offline research – this could include everything from researching/sourcing products for team workshops to trend hunting to finding inspiring articles and stories for teams and clients
- Small project management - You may lead ad-hoc projects as they arise

The Details

This is a full-time, permanent position working in our mid-town Toronto office. You'll be paid an annual starting salary of between \$42k to \$45k with potential for growth in responsibility and compensation, along with vacation and health benefits.

Please note, candidates with advanced skills/experience in digital and finance may be considered for an expanded role, with incremental responsibility and compensation.

How to Apply

If you are excited by this opportunity and interested in applying, **please email the following 3 documents in one .pdf file to jobs@theideasuite.com:**

1. A cover letter outlining why you are the ideal candidate for our position
2. Detailed resume outlining previous work and education that is most applicable
3. A letter (maximum 500 words) telling us about the moment you are most proud of in your career so far, three things you are most passionate about, and your three unique and standout skills or talents.

Please ensure the title of your email includes your full name and the role you are applying for (Office Manager).

We thank you for your interest in this opportunity; however only those individuals selected for an interview will be contacted. Please note that due to the volume of applications we will only review full submissions.

Should you have any questions regarding the role or application process please reach out to jobs@theideasuite.com.

The closing date for this position is April 21, 2018.