

JOB DESCRIPTION

Firm Administrator

JOB SUMMARY

The Firm Administrator is responsible for organizing and coordinating office operations and procedures in order to ensure organizational effectiveness and efficiency. The Firm Administrator reports to the owners and will have strong people skills, be able to manage a wide variety of administrative and clerical tasks and be proficient with computers and the use of Microsoft Office software, including Word, Excel, PowerPoint, Outlook and Publisher, QuickBooks, OneNote and other organizational and firm specific software.

RESPONSIBILITIES

1. Project Management and Administration

- Manage and coordinate office operations.
- Implement, manage and maintain record keeping, confidential personnel files, purchasing and inventory control systems.
- Assist with Human Resources management: design and implement policies and procedures, manage benefits administration, recruitment, orientation and training of staff.
- Manage office equipment, maintenance and service contracts and systems.
- With the assistance of the owners, manage technology and telecommunications systems and provide general support to staff.
- Coordinate and facilitate all vendor and subcontractor relationships and communications.
- Coordinate back-office integrations activities and ensure they are carried out in accordance to agreed policies and protocols.
- Coordinate and liaise with the firm's accountants and ensure all financial reports are prepared as directed and submitted by the dates required.
- Create and maintain an administrative filing system.
- Prepare, respond to and file correspondence on behalf of the firm.
- Maintain an inventory of office supplies and equipment.
- Maintain a petty cash system and various budgets.
- Assist with accounts payable and accounts receivable operations of the firm.
- Perform other duties as may be assigned.

2. Owner Support

- Proactively manage, coordinate and organize activities and schedules for the owner; Rosa Santiago Zimmerman, including meetings and correspondence (email and voice-mail).
- Proactively schedule and manage the workflow of projects between clients, contractors and the firm.
- Maintain organizational systems owners according to the needs of the firm.
- Identify and respond to all requests that can be dealt with independently and confidentially.
- Prepare correspondence, materials and agendas, meeting minutes, action logs and ensures timely follow up.
- Ensure related travel and hotel accommodations are arranged.
- Assist with hiring, orientating and training of staff when applicable.
- Develop and maintain knowledge of strategic partnerships, vendor relations, community organizations, institutions and the community at large.
- Liaise with business agencies and organizations for the purpose of communications, planning, support, referral and increasing community awareness of the firm.
- Communicate with community representatives and service agencies, on behalf of the owner, who may be participating in committees, task forces and Board of Directors of community and network organizations.

3. Supervise Administration Staff

- Supervision and coordination of office interns, administrative support staff, and maintenance teams; ensure that everyone is treated with respect and dignity in order to motivate these individuals to contribute to the mission of RSZ Interiors.
- Monitor quality of work, undertake performance reviews and assess training needs; administer facility maintenance contracts including cleaning, security, repairs etc.; and, oversee coordination of schedules, efficient work distribution and relief needs as required.
- Create educational opportunities for personal and professional development of the staff.

4. Other duties as assigned.

JOB REQUIREMENTS

Education

- Undergraduate degree or community college diploma in Business Administration, or equivalent experience.

Knowledge / Experience

- 5+ years' experience as an Administrative Support, Office Management or Project Manager.
- Experience working with a diverse, multicultural population considered an asset.

Skills

- Ability to take initiative, problem solve, and make decisions within job scope.
- Schedule management skills highly developed minute-taking skills and ability to develop appropriate action logs.
- An understanding and experience of a fast-moving workplace environment, superior written, and oral communication skills.
- Strong track record of customer service and effective people skills.
- Good understanding of processes, policies and procedures required.
- Excellent time management and organizational skills with strong attention to detail.
- Ability to work well under pressure and multi-task without supervision.
- Ability to work independently as well as collaboratively in a positive team environment.
- Ability to work with owners to foster and maintain a fun and positive working environment.

WORKING CONDITIONS

Physical Demands

The Firm Administrator will spend long hours sitting and using office equipment and computers, which can cause muscle strain. The Firm Administrator will also have to do some lifting of supplies and materials from time to time.

Environmental Conditions

The incumbent is located in a moderately quiet but open area office. The incumbent is faced with a range of interruptions and must communicate with others on a regular basis.

Sensory Demands

The incumbent must spend long hours in intense concentration. The incumbent must also spend long hours on the computer entering thorough information which requires attention to detail and high levels of accuracy.

Mental Demands

There are a number of deadlines associated with this position, which may cause significant stress. The incumbent must also deal with a wide variety of people on various issues.