



OFFICE MANAGER JOB DESCRIPTION

Objective:

To operate an efficient and effective “central hub” of Pioneer Craftsmen Ltd. and deliver an exceptional first impression to all contacts. Provide support to all departments, manage marketing initiatives, and prepare accurate management reports in a timely manner. This position reports directly to the President.

To uphold Pioneer Craftsmen’s values of:

Trust – Respect – Constant Improvement – Pride – Collaboration – Innovation

Responsibilities:

Administration/Office

1. Maintain professional image, demonstrate high-level of integrity and confidentiality.
2. Greet all visitors and callers, ascertain nature of business and direct accordingly.
3. Liaise between clients, personnel, sub-trades, vendors, etc. and ensure information is distributed appropriately.
4. Ensure all office, break room, and bathroom supplies are stocked and available for use.
5. Maintain clean, tidy, and well-organized work and storage environments.
6. Ensure all public areas and meeting spaces are always prepared for new visitors.
7. Coordinate maintenance and pick-up schedules such as recycling, garbage, shredding, etc.
8. Provide administrative assistance to President, Sales & Design Staff, and Project Managers.
9. Maintain written office policies and procedures.
10. Creating and updating required training documentation.
11. Streamlining digital and physical file storage.
12. Managing the purchase, operation, and maintenance of office equipment, telephones, computer systems, network, security system, and mobile devices. Coordinating service and repairs when necessary.
13. Oversee staff uniform inventory by sourcing, ordering, tracking, and distributing as needed.
14. Support HR responsibilities such as maintaining employee files, checklists for on & off-boarding of personnel, and other duties as required.
15. Monitor Workplace Safety Insurance Board (WSIB) clearance certificates for subcontractors.

Accounting

1. Registration and licensing of vehicles.
2. Assist in reducing wasteful expenditures.
3. Become familiar with QuickBooks, cross-train in basic functions.
4. Additional support as required.

Sales & Project Management Support

1. Provide professional, knowledgeable, and friendly customer service.
2. Intake new leads following Pioneer Craftsmen's Lead Intake process, collecting and entering pertinent details to UDA Online.
3. Complete Project Workflow tasks in a timely manner – Ministry of Labour Notifications, job site emergency signage, maps & directions, pre- and post-project mailings, arrange client gifts, etc.
4. Maintain accurate contact information for all clients, projects, vendors, and subcontractors.
5. Issue Guild Quality Reports and Client Report Cards.
6. Participate in recurring staff meetings, recording and distributing minutes.
7. Ensure collection and storage of before, during, and after photos. Arrange professional photo shoot as requested.
8. Administrative support as required.

Marketing

1. Consult with President and Sales Manager to understand and assist with preparation of annual marketing goals and budget.
2. Execute marketing plan in conjunction with Pioneer's web development and social media management partners. (Studio Locale, Trish Manrique, etc.)
3. Monitoring success of marketing initiatives, suggesting and executing adjustments as required.
4. Collaborate with design partners to prepare and distribute semi-annual Newsletter.
5. Prepare submissions for Awards of Distinction, and SAM Awards.
6. Liaise with Studio Locale to ensure up to date website content, reviewing analytics to maximize lead quality and brand representation.
7. Provide quarterly reports on market, market share – may use building permit reports compiled by municipalities.

Health & Safety

1. Hold the position of Secretary of the Health & Safety Committee; participate in quarterly meetings; record and distribute minutes.
2. Identify, prepare, and lead the Health & Safety topic discussions.

Social Committee Coordinator

1. Arrange meetings as needed, record and distribute minutes.
2. Organize Christmas Party and staff gifts.
3. Organize training days and staff fun days in collaboration with the committee.

Competencies

1. Strong knowledge of general office and accounting procedures, and applicable software (Microsoft Office and Outlook) Ability to adapt to new software systems as needed.
2. Comfortable with office equipment: computers, printer/copier/fax machines, mobile devices.
3. Solid understanding of marketing strategies, techniques, monitoring and budgeting.
4. Strong business sense & ethics, positive attitude, quick thinker. Exercises good judgement.
5. Excellent interpersonal, communication, and organization skills.
6. Confident and intuitive client care abilities.
7. Proven self-starter able to work under minimal supervision.
8. Detail oriented with superb resource and problem-solving skills.
9. Proficient in time management and task prioritization.
10. Physical requirements: sitting, standing, lifting, reaching, bending, use of small staircase.