

Remote Office Manager

Location - British Columbia, Canada

JOB DESCRIPTION

Reporting to Principal Facilities Planners, the Office Manager maintains office services in a remote capacity. The Office Manager is responsible for performing administrative, marketing, information technology and human resources tasks. Duties include primarily acting as an internal contact and resource to ensure efficiency, excellence, and professionalism across the organization. The Office Manager will also collaborate with Inform Planning leadership and staff to complement business development, and project delivery initiatives as needed.

CORE COMPETENCIES:

- **Integrity/Accountability** demonstrates strong ethical compass, trustworthiness and professionalism. Conducts oneself with transparency and honesty and is responsive with communications. Behaves in a manner that supports Inform Planning's vision and goals.
- **Vision:** Actively seeks to discover and create ways of doing things better using research and skills in imaginative and innovative ways. Encourages others to find solutions and contributes, regardless of responsibilities, to achieve a common goal. Listens and is receptive to different ideas and opinions while solving problems.
- **Leadership:** Focuses on outstanding results for the betterment of the people who use the facilities we build, Inform Planning's stakeholders, and our clients. Consistently seeks opportunities for coordination and collaboration, working together as a team. Displays an ability to adjust as needed to accomplish the common goal and offers praise when a job is well done.
- **Community Mindedness:** takes pride in being engaged in the communities Inform Planning serves.

ACCOUNTABILITIES:

- Plays a key role in developing CRM content.
- Works with the team to ensure the adoption of the CRM tool to the greatest extent possible.
- Coordinates with a corporate bookkeeper regarding monthly account reconciliation, contractor and staff invoicing, financial records management.

- Coordinates with Inform Planning Principals to prepare and issue monthly client invoices and payment of subcontractor invoices.
- Updates Inform Planning team business cards, resumes and past project case studies.
- Prepares social media posts (Instagram and LinkedIn) in a manner that reflects corporate values, visions and ethics, in alignment with pre-determined schedules and templates.
- Manages an annual marketing budget.
- Manages the development of an employee onboarding manual.
- Coordinates a simple performance review process.
- Coordinates and manages the renewal of employee an employee benefits package.
- Coordinates vacation schedules.
- Coordinates continuing education, professional development and credential management for all staff.
- Coordinates travel and related scheduling for team.
- Checks in with team members monthly to be supportive and encouraging and to maintain a high level of engagement across the organization.
- Coordinates engagement with coworking spaces, including mail management.
- Monitors an annual supply budget and purchases supplies for team members.
- Provides project administration deliverables such as meeting minutes, schedules, etc. as needed.
- Coordinates scheduling of internal and external engagement as needed.
- Coordinates work with other Inform Planning team members, including providing technical assistance, knowledge of best practices and operating concepts, communicating goals and objectives and working to resolve issues.
- Works within the constraints of budgets and monitors expenditures in terms of individual hours.
- As needed, collaborates and coordinates with Prime Consultants and/or subconsultants in a highly supportive and constructive manner.
- As needed, supervises staff, including coordinating and directing workflow.
- Performs other duties of a similar nature or level.

ADDITIONAL REQUIREMENTS

- Conducts internal and external customer service providing feedback and resolving issues.
- As needed, provides input into business development initiatives such as: social media, responses to requests for proposals, fee letters, web sites, etc.
- Tracks IT devices and coordinates IT purchases.
- Represents Inform Planning at various venues and engagements and serves as an Inform Planning liaison. Representation may be required outside of normal working hours.
- Provides website maintenance.
- Engages with insurance broker to provide commercial and general liability insurance to the company annually.
- Works with Principals to prepare annual Christmas card and regular client gifts.

TECHNICAL REQUIREMENTS

- Sound knowledge of principles, concepts, practices and techniques in the areas of strategic communications
- Strong leadership and people management skills.
- Discretion, diplomacy and inclusivity in dealing with team members, clients and stakeholders is required.
- Strong project management, time management and multi-tasking skills.
- Strong written and verbal communication skills.
- Strong problem solving and analytical thinking/innovation.
- Exceptional organization skills are required.
- Experience in client relations, customer service and basic public relations.
- Strong Excel, Word, Outlook, Powerpoint skills are required.
- Knowledge of Zoom, Microsoft Teams, and digital engagement tools such as Google Jamboard, Miro, and Mural is required.
- Background in Human Resources, Administration or Marketing considered an asset.

TIME COMMITMENT, COMPENSATION AND REMOTE WORK OPPORTUNITY

- Inform Planning anticipates 24 hours weekly.
- Potential additional benefits to be discussed with the right candidate.
- Compensation will be competitive with Senior Planning Consultant positions in British Columbia.
- Inform Planning is based in Vancouver and Victoria, BC but is open to remote work

FIRM SYNOPSIS

Inform Planning is a dynamic consulting practice comprised of talented functional programmers committed to achieving facility planning excellence. We bring a leadership role to the early stages of development of robust buildings for civic, not-for-profit, health care, education and corporate clients. Inform Planning is 100% women-owned and powered. Sparking the imagination of our clients helps us support a vision of their future facilities.