

Studio Administrator - Full Time

The Studio Administrator is responsible for organizing the smooth daily operation of the studio and supporting the leadership and design team in providing luxury-level service to our clients and guests. This is a full-time in-office role located in beautiful Coal Harbour.

Studio Management

- Co-ordinate physical office – enhance and maintain brand experience for team, clients & guests, stock supplies, update sample room, co-ordinate cleaning staff, maintain office equipment
- Reception & Hosting - Managing the phone & general emails; greeting guests, clients, reps

Operations

- Scheduling & Forecasting of meetings, reviews with leadership and design team
- Co-ordinating the master office calendar – incorporating individual project schedules, team availability, meetings, etc.
- Manage Principal Calendar – coordinating reviews required by each designer, client meetings, internal / team meetings
- Co-ordinate IT Consultants, new hardware purchases, updates, upgrades & maintenance
- Weekly check-in meetings with each designer to ensure projects admin is updated
- Update "Projects Overview" document each week
- Weekly "Month Ahead" meeting with Principals for project review

Financial

- Invoice Preparation using Harvest
- Prepare Invoice with hours, expenses
- Prepare Progress billables

HR Administration & Team Support

- Organize team events, prepping office for meetings, updates on IT, equipment, etc.
- Organize Professional Development – Showroom visits / in office vendor sessions and schedules
- Weekly Timesheets – ensure team have completed timesheets, prepare for Principal review
- Monthly Time Reports – ensure team submits to bookkeeper for timely payroll and invoice processing
- Interns – support and manage intern experience – collaborate with designers on task and work assignments
- Recruitment Coordination – organize resumes for review, scheduling of interviews and follow up
- Handbook – compile policies & procedures into a handbook for quick team reference
- Orientation & onboarding - IT and desk set up: keys, check-list for connecting with team members, learning software, introducing culture

Systems

- SOP's (Standard Operating Procedures) – co-ordinate by drafting, updating, launching, distributing
- Maintain, update and launch new systems
- Update and maintain CRM (Client Relationship Management) Software

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Marketing & Communications

- Coordinate photoshoots, including scheduling, preparation, staging, and follow-up
- Assist with networking activities such as holiday gifting and meetings with key referrers
- Update website (WordPress) with new project pages, press hits, and job postings

Qualifications & Skills Required

- Post Secondary Degree
- Minimum 8 years work experience, some in small businesses or start-ups preferably
- Software proficiency: MS Office, database & project management, Photoshop, Lightroom, InDesign, Instagram, Later, Harvest
- Experience working with clients who are at the top of their game in the luxury sector
- Excellent communicator, with exceptional customer service skills and service orientation
- Exceptional organization, initiative, attention to detail and planning skills
- Team player - collaborative, reliable and resourceful
- Driver's license and access to vehicle required (car share membership, ability to rent a car)

Compensation

- Salary range equivalent to \$70k - \$80k: hourly wage of \$33.65/hr - 38.46/hr (based on 40 hours a week)
- Employee group benefits plan after 3 months of employment

Team & Studio Values – We Are:

- Highly personal in our approach to creating inviting spaces for our clients
- Impeccably attentive to details
- Organized and able to manage several projects simultaneously
- Articulate communicators – spoken, written, and visual
- Proactive, entrepreneurial, and solution-oriented
- Comfortable working independently and collaboratively
- Curious – about design and people, and how they impact each other
- Excited about working in a progressive, globally minded design practice
- Quietly confident, showing deep respect for the trust our clients place in our work

To Apply

Email your resume to careers@falkenreynolds.com with "**Studio Administrator - Your Name**" in the subject. In your cover letter / email please indicate your earliest start date. Applicants must be legally eligible to work in Canada. **Application Deadline: 20 January 2025**