

Office Coordinator/Receptionist

The Downtown Winnipeg BIZ promotes, cares, and advocates for a vibrant and inclusive downtown where business thrives and people are drawn to work, live, shop and explore. We host events throughout the year and work to beautify our downtown, improve cleanliness, safety, and help make it easier to get around. Our downtown is on Treaty No. 1 territory and the traditional homeland of the Métis Nation.

The Office Coordinator/Receptionist plays a key role in the Downtown Winnipeg BIZ's operations and is the first point of contact for visitors including the public, clients, BIZ Members and other stakeholders. This role is responsible for managing the reception area, organizational running of the office and providing administrative support to the management team with a positive and professional demeanour.

The ideal candidate is outgoing, positive, meticulously detail-oriented with exceptional customer service skills. You are passionate about Downtown Winnipeg and excited to be a part of a dedicated team of Downtown enthusiasts!

KEY RESPONSIBILITIES

Reception

- Provide exceptional professional customer service to both external and internal customers
- Maintain knowledge of the BIZ programs, providing front line customer service to BIZ members through the intake and follow-up of inquiries and requests, liaising with other departments and forwarding to other departments or external resources when required
- Manage main office telephone system and general email accounts
- Receive and sort incoming mail and deliveries
- Manage and maintain inventory of all office supplies and equipment

General Administration

- Provide administrative support to CEO, Senior Management Team and other staff: coordinating deliveries, assisting with bulk mailings, preparing of board packages, letters, and other written communications including notices to staff
- Provide occasional backup support to the CEO and Management when required
- Data entry in the organization's CRM database (D360), ensuring a high level of accuracy
- Provide support for meetings and internal staff events as needed (ensure boardrooms are fully equipped for meetings, schedule rooms, and coordinate food orders and logistics)
- Act as the direct liaison with contractors, suppliers, and vendors to ensure the office, building and equipment is being properly maintained, repaired, and upgraded as required
- Manage, code, and submit invoices for expenses related to the administrative budget
- Identify opportunities for process and office management improvements; design and implement new processes or systems
- Perform other job-related duties and special project work as required

QUALIFICATIONS

- Related reception or administrative experience (minimum 1 year)
- Exceptional organizational skills and experience executing projects
- Proficient in Microsoft Office Suite including Excel, Word, PowerPoint, and Outlook
- Experience coordinating office maintenance and repairs is preferred
- Ability to take initiative, multi-task, and coordinate with multiple departments
- Well-developed communication and interpersonal skills
- Professional, respectful, and collaborative with a contagious positive energy!

Due to the nature of our business the Downtown Winnipeg BIZ requires that all its staff members are fully vaccinated against COVID-19. If you are hired by the BIZ, you will be required to provide your proof of vaccination. In the event that you are unable to be vaccinated due to a valid medical or religious reason, prior to your start date you must establish, in a form acceptable to the BIZ, your inability to be vaccinated.

QUALIFIED CANDIDATES should submit their cover letter and resume with salary expectations to careers@downtownwinnipegbiz.com. Please include position title in the subject line. Please be advised only those selected for an interview will be contacted. **This posting will remain open until suitable candidates have been selected.**

The Downtown Winnipeg BIZ is committed to equity, diversity, and accessibility in the workplace. We strive to have a team that reflects our downtown, where diverse abilities, backgrounds, cultures, identities, languages, and perspectives are valued and drive a high standard of service and innovation. We encourage candidates to speak to this in their application.

Applicants should identify if they require accommodation during the competition process on a confidential basis. This posting is available in alternate formats upon request.