

## Operations Administrator

Permanent, Full-Time

Bespoke Social Profit Solutions (Bespoke) is a growing boutique consulting agency located in Calgary, Alberta. Our team works with non-profit organizations across Canada, and we are looking for an experienced Operations Administrator to help us keep growing.

We are looking for a versatile, self-starter for the role of Operations Administrator. This role will help maximize Bespoke's impact through managing day-to-day operations (including HR, bookkeeping, IT, business processes and office procedures) overseeing administrative staff, facilitating communication and client engagement, coordinating projects, and proactively getting things done through fanatical follow-up and meticulous organization.

### **The devil's in the details:**

- Permanent, full-time position
- 37.5-hour work week, with flexible working hours
- Remote working
- Reporting to the Chief Operating Officer, Laureen Jensen

### **What it's really like to work with us:**

At Bespoke, we do things a bit differently, and we're going to be upfront – the way we work doesn't suit everyone. But if freedom, autonomy, a small team, and a fast-paced environment rock your world, we could be a match. No corporate nonsense, no old-fashioned hierarchy, but you'll still get tons of opportunities to roll up your sleeves and dive in, as well as guidance and plenty of support from talented, super-smart colleagues.

### **The Operations Administrator will:**

- Be an awesome and compassionate leader, providing oversight to the day-to-day operations and administrative activities across the company.

- Love people – supporting human resources and associate services (including hiring, onboarding, orientation, policies, procedures, and processes).
- Excel at communicating – whether by email, phone, in person, with clients, prospective clients, or team members.
- Be an e-mail fanatic, demonstrating mastery at triaging incoming communication to the team, including information requests.
- Have razor sharp tech skills to utilize in building and updating internal business templates, forms and digital document filing using SharePoint and Microsoft Teams.
- Crush materials prep for meetings – meeting packages, minutes, agendas, you name it.
- Deliver project support like a pro – helping project managers manage projects from conception to completion.
- Oversee the planning and co-ordination of meetings, group, project, and team events.
- Utilize your on-point analytical skills to support finance and bookkeeping activities.
- Rock ad-hoc tasks related to the business lifecycle and responsibilities of the team.

**Ideally, the Operations Administrator will:**

- Have **3 – 5 years' experience in an Office Management/Operations Management role** supporting more than one executive leader.
- Be **technologically proficient** with productivity tools, such as MS Office Suite, SharePoint, scheduling and survey tools, and project management processes. Experience working with a CRM is an asset but not a requirement.
- Be proficient at **building and leading operations activities and teams**.
- Demonstrate an ability to **create processes** and easy-to-follow systems for others.
- **Master multitasking** multiple tasks and duties simultaneously.
- Be **independently motivated** with the ability to take on duties without immediate direction.
- Have strong verbal and written **communication skills**.

- Have strong **problem-solving skills**.

Relevant experience working in a consulting business and familiarity with fundraising for charities and/or working in the non-profit sector are considered assets.

Bespoke offers a competitive compensation package including benefits and a flexible work schedule.

**If this is the position you have been looking for, submit your cover letter and resume to [connect@bespokeconsult.com](mailto:connect@bespokeconsult.com).** Only applicants selected for an interview will be contacted. Those selected for an interview will be required to submit a writing sample.

*As an equitable and inclusive employer, Bespoke recognizes that a diverse staff benefits and enriches the work experiences of the entire team and greater community. We are committed to removing barriers that have been historically encountered by some people in our society. We strive to recruit individuals who will further enhance our diversity and will support their professional success while they are with us. In particular, we encourage members of these designated groups (women, Indigenous peoples, persons with disabilities, members of visible/racialized minorities, and diverse sexual orientation and gender identities) to apply. We encourage all qualified applicants to apply, however preference will be given to Canadian citizens and permanent residents of Canada.*