

Office Manager

Sorensen Trilogy Engineering Ltd. (STEL) is a Structural Engineering firm located in Nanaimo, Victoria and Courtenay on Vancouver Island, British Columbia. We provide service to private and public sector clients on a wide variety of building and bridge projects throughout Western Canada. Sorensen Trilogy Engineering Ltd. is a well-respected engineering firm who takes pride in quality service and efficient structural solutions for our clients. We are a rapidly growing engineering firm and are currently seeking a full-time Office Manager to join our team.

Vancouver Island, "Canada's Westcoast Playground", is an outdoor paradise; boasting Canada's most moderate climate, residents enjoy year-round outdoor adventures and activities: fishing, golfing, kayaking, surfing, camping, biking, hiking and skiing. At Sorensen Trilogy Engineering Ltd., we have created an enjoyable team work environment committed to our company philosophy of quality work and exceptional client service, while at the same time, striving to maintain a balance between work and personal life.

Office Manager Job Responsibilities:

Supports company operations by maintaining office systems and supporting key employee management processes for all Sorensen office locations.

Office Manager Job Duties:

- **Customer Service:** Manages the front reception desk; directs callers and visitors to appropriate staff.
- **Office Management:** Maintains office services by organizing office operations and procedures including: controlling correspondence (e.g., mail distribution, deliveries, shipping); designing and implementing filing systems; office supply management;
- **Employee Annual Review Coordination:** Manages the internal employee annual review processes; ensures performance reviews are completed.
- **Insurance Management:** Manages office and employee insurance documentation requirements (e.g., WorkSafe BC, tenant office insurance).
- **Recruiting and Training:** Maintains office staff by supporting recruiting (including job postings, conducting screening interviews, exit interviews), selecting, orienting, and training employees with office procedures.
- **Policies and Procedures Management:** Maintenance and implementation of office policies with established standards, procedures and controls; making necessary adjustments.
- **Contract Management:** Manages company phone, utilities, internet, photocopying, scanning equipment. Manages equipment maintenance and supply ordering.
- **Facility Management:** Maintains relationship with property manager; coordinate repair and maintenance work in the office with appropriate contractors as needed.
- **Management Reporting:** Works with management reviewing and analyzing internal reports; summarizing information.
- **Records Management:** Maintenance of digital files; procedures for retention, protection, retrieval, transfer, and disposal of records.
- **Marketing Management:** Supports company marketing efforts including (but not limited to): coordinating website maintenance, social media updates; manage the general company email account.
- **Meeting and Event Management:** Coordinates periodic company social/team building activities; meeting scheduling support; note taking, proposal development and review; coordinates travel arrangements.
- **Information Systems Management:** Coordinates with technology consultants/providers as required; manages licensing agreements (where applicable); establishes and maintains the business continuity systems and processes.
- **Accounting Assisting:** process incoming mailed cheques with associated project and client information.

Required Attributes:

This role is highly visible within the company, for that reason the following key attributes are required:

- Maintain a high level of confidentiality in all interactions.
- Maintain a professional image and demeanor with all employees, management, and visitors at all times.
- Bring a positive attitude to the workplace.

Qualifications:

- 5-7 years' experience as an Office Manager, or relevant role that has provided exposure to the range of job duties.
- Post-Secondary Diploma in Business Administration, or relevant discipline preferred.
- Effective written and verbal communication skills.
- Excellent internal and external customer service skills.
- Employee performance management experience.
- Familiarity with social media management.
- Experience developing office policies, standards and processes.
- A well-defined sense of diplomacy, including solid negotiation, conflict resolution, and people management skills.
- Politically and culturally sensitive.
- Proficient with Microsoft Office Suite (Outlook, Word, Excel, Power Point).
- Ability to use general office equipment effectively.
- Superior time management skills, multitasking skills, and the ability to prioritize tasks with minimal supervision.
- Able to perform a range of tasks in a dynamic environment.
- Pro-active, ability to work under own initiative without direction.
- Willingness and ability to undertake training needed in order to fulfil the changing requirements of the job.

Salary Range: \$48,000 - \$52,000 per year based on experience.

Only selected candidates will be contacted. Please forward cover letter and resume to:

Attention: Hiring Manager

Sorensen Trilogy Engineering Ltd. // Unit C – 5107 Somerset Drive, Nanaimo, BC V9T 2K5

Email: mail@sorensentrilogy.ca