

**Position:** Office Administrator  
**Department:** Administration  
**Posting Date:** July 12, 2021

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The Office Administrator assists on a wide breadth of projects and works closely with many different team members across all departments including development, construction, finance, and accounting as part of a collaborative team-based culture.

Knowing you are the first point of contact at Conwest, you take pride in representing the company. You are polished, professional, extroverted, detail oriented, efficient, and punctual. You are consistently kind and resourceful, and you remain cool and confident under pressure. You are great with people and enjoy working with a team.

Our Team is a flat, fast, and entrepreneurial mix of specialists that add value by solving complex problems. Every day is different and every project is special. You thrive in this high performance but supportive, casual environment. You bring your own mix of talents to this team and support others, like they support you in your daily endeavors.

We are proud of our company culture and strive to bring the right people into our team, providing our employees with worthwhile, engaging work and a supportive culture that is open to new ideas and opportunities for growth. We bring out the best in each other by constantly striving to be world class in all we do. These values are reflected in our Real Estate Projects, our Company, and our People.

At Conwest, we offer a competitive compensation and benefits package, a casual and family-friendly atmosphere, ongoing education and training, trendy swag, a fabulous office with a well-equipped in-house gym and kitchen built for events in an award-winning building, and so much more.

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**Start date is immediate.**

**Salary is commensurate with experience.**

**For more information or to apply with your resume and cover letter, contact Human Resources by email only to [HR@Conwest.com](mailto:HR@Conwest.com). We thank you for your interest however only well-qualified, local candidates will receive a reply.**

### Key Internal Relationships

- Reports to Office Manager.
- Works directly with the Senior Management team as well as all members of staff as part of a collaborative team-based culture.

### Responsibilities

#### Reception

- Answer/redirect phone calls for both Conwest Developments and Vicini Homes.
- Manage the “receptionist@conwest.com” and “service@vicinihomes.com” email accounts.
- Sort, stamp, and distribute incoming mail; prepare, stamp, and deposit outgoing mail.
- Load, troubleshoot the Pitney Bowes Postage Meter.
- Schedule courier deliveries and distribute incoming packages.
- Track/order custom pre-printed stationary and forms.
- Basic, routine maintenance of the copiers and printers, i.e., fill paper, replace toner, etc.
- Manage and maintain boardroom bookings.
- Maintain the boardrooms, set-up for meetings including I.T. and AV set-up
- Order/distribute office/kitchen/janitorial supplies.
- Tidy, maintain, and stock the kitchen/boardrooms.
- Maintain and stock the supply room.
- Act as Fire Warden and attend Safety Committee Meetings

#### Administration

- Prepare credit card expense reports for management staff.
- Input business cards for Senior Management Team into Outlook.
- Coordinate office recycling/shredding as required.
- Catalogue/Archive files for offsite storage on an ongoing basis for all departments.
- Assist with event planning and coordination of office events.
- Luncheons/Beer Fridays (ordering food/prep/cleanup).
- Assist Development team with basic administration.
- Assist Project Management team with basic project administration.
- Assist in-house Legal with basic administration.
- Assist sales team with sales documentation and administration.
- Other duties as assigned by Officer Manager.

### Service Administrator - Vicini

- First point of contact for Vicini homeowners for warranty and service requests.
- Track service requests per service process & tracking chart, forwarding as needed to the appropriate party.
- Coordinate with the service team or trades and homeowner for repair or next steps.
- Contact homeowners to follow-up in a timely way and close out service requests.
- Maintain service files.
- Anything else required by the team to properly manage & maintain our service standards, including creating and implementing new processes as needed with the team.

### Soft Skills and Character

#### Relationship and Collaboration Focused

- Be an active listener to messages being communicated by stakeholders and authentically engage with them in the work of the organization
  - Possess a strong level of emotional intelligence (EQ)

#### Integrity

- Act in a manner consistent with the vision, mission, and values of Conwest
- Consistently demonstrate sincerity, honesty, respect, and empathy in all interactions with stakeholders
- Be highly ethical

#### Growth Mindset/Champion Mindset

- Be ready to take on new challenges and grow with Conwest
- Self-starter who is passionate about learning the real estate development business
- Comfortable with an environment that flexes with the changing needs of the projects and company

### Qualifications

- University Degree in Business or similar field preferred.
- Must possess a strong work ethic and exhibit a professional attitude and presentation at all times.
- Demonstrated proficiency in Outlook, all MS Office programs, and Adobe.
- Must be technologically savvy, experience with Zoom Rooms and Telus Business Connect an asset.
- Must be self-motivated and be able to work with minimum supervision.
- Must possess excellent communication skills, both verbal and written, with superior interpersonal and relationship management skills.
- Must be approachable and capable of maintaining a calm, positive attitude in a fast-paced environment.