

In the heart of the city of London, Downtown London! (London Downtown Business Association; and Main Street London) is currently seeking a talented Administrative Coordinator to join our team! Reporting to the Manager of Operations, this will be an opportunity to support the growth of downtown's business improvement association (BIA), its members and merchants.

Downtown London's Goals are to create: 1) Create a welcoming and vibrant downtown, 2) Create a diversified economic base, 3) Be a champion, catalyst, and liaison for the downtown and its members, 4) Provide strong member engagement and support.

Vision: Downtown London represents a thriving, progressive, and welcoming district in the heart of the city. The people that own businesses, visit, work, learn, and live in the district are the essence of its vibrancy and diversity.

Mission: To represent and support its members, fostering a strong, thriving downtown in the economic and cultural heart of the City of London.

The successful candidate will have strong and proven customer service, writing, communications, technical, administrative and office management skills. They are friendly, welcoming, outgoing, resourceful and professional with a positive attitude who is capable of dealing with a variety of inquiries and comments from a variety of stakeholders, visitors, staff and board members alike. You will be the first point of contact for visitors to our office and represent the face of the organization providing a positive and memorable first impression.

Duties for this position include:

- Maintain our daily office needs and general administrative activities
- Respond to telephone, email, and in-person inquiries from both internal and external customers and provide responses in a timely manner and/ or connect them to the appropriate contact
- Assist with organizational communication needs and provide social media support as required
- Ensure office mechanicals and equipment are functional and maintained
- Ensure office supplies are maintained and available for staff and procure office supplies as needed
- Support the Executive Director and Managers by scheduling meetings, report writing, responding to requests and other special projects as required
- Handle, receive, prepare, and distribute all manner of correspondence, reports, and requests including those of a confidential nature.
- Coordinate, collect and compile data for presentations and project materials.
- Organize, maintain, and coordinate office records and files in their proper locations
- Oversee and manage the CRM database for the office including data entry and maintain contacts.
- Website updates (wordpress)
- Project manage the planning, logistics and preparation of the AGM and other member meetings and events
- Assist in the preparation of member surveys and collection and compilation of data
- Lead the Health and Safety requirements of the organization and function as the Staff Health and Safety Representative; ensure appropriate training (self, staff and new hire training) and audits are carried out according to Occupational Health and Safety Act

- Ongoing review of office AODA compliance and ensure appropriate staff and new hire training
- Assist members with sign up and registration process of the gift card program
- Perform accounts payable duties by processing invoices in the AFT system
- Prepare reports and meeting minutes as required
- Board communications
- Oversee office cleaning, including garbage removal and general tidying
- Other administrative duties and staff support as required as directed by the Manager of Operations

Essential Qualifications:

- Post-secondary diploma or degree with minimum three years of related administrative and office experience or an equivalent combination of education and related professional experience

Skills and Abilities

- Demonstrated customer service focus and skills
- Ability to prioritize and perform duties with tact, diplomacy and confidentiality in a high-volume environment.
- Strong interpersonal and active listening skills
- Ability to multi-task with frequent interruptions and sometimes with tight deadlines
- Excellent organizational skills and attention to detail
- Work effectively both in a team environment and independently
- Takes initiative and ability to be self-directed
- Good problem-solving skills, resourceful and initiative in handling complaints and requests
- Ability to balance competing priorities in a changing work environment
- Exceptional oral and written communication skills
- Advanced technical and computer skills and proficiency in managing Client Relationship Management tools, Microsoft, and Google suite programs
- Accounts payable skills
- Proven skills and experience in office administration
- Creative and solutions oriented with confidence to propose new ideas and implement
- Public service experience would be considered an asset
- Knowledge and love of the downtown would be considered an asset

Additional Information:

Hours 8:30-4:30pm Monday to Friday (with occasional work required outside office hours) . This position is an in office position.

15 month contract position with benefits and the possibility to extend contract

Please forward all resumes to Vicki Smith, Manager of Operations.

Via email: vicki@downtownlondon.ca.

We thank all applicants for their interest, however only selected candidates will be contacted.