

ADMINISTRATIVE & OFFICE COORDINATOR

Why this role is important

Big Bang is seeking a proactive and collaborative Administrative Assistant/Office Coordinator to assist the team and the company in its growth. Reporting to the Director of Human Resources, the Administrative Assistant/Office Coordinator will run the day-to-day operations of the office, support the work of management, and help make the work environment as safe and pleasant as possible. The person we are looking for must have strong interpersonal skills, be willing to work in a fast-paced environment, and have the ability and right attitude to take on additional tasks.

Office Management & Reception (40%)

As the person responsible for the day-to-day life of the organization, the People, Culture & Growth team has a central role. Yours is even more so: whether it's welcoming customers, employees, partners or candidates, cleanliness and maintenance of the office, you're committed to ensuring an exceptional experience for all. Between organizing lunches & learns, events, birthdays, managing employee and vendor rewards, the pace is fast and our team has no shortage of challenges and unexpected events. We are looking for someone who can thrive in a stimulating environment and act as a facilitator of office life.

Your role will be to contribute directly to the well-being of our employees and the reputation of the company. You are the face of our culture, which is based on respect, caring, team spirit, customer satisfaction and the pleasure of working together. You will provide a welcoming and professional experience for customers and visitors.

Administrative Assistant (40%)

Perform a variety of administrative tasks: answer phones and direct calls to the appropriate people, fill orders for the office, manage budgets and deadlines for ongoing projects on the team, receive and send mail; manage appointments and the CEO's calendar. Draft and prepare correspondence, new employee documentation, charts/graphs and reports as well as and create PowerPoint presentations.

Perform any other tasks assigned to you that are necessary to achieve the organization's goals; Finally, get involved in Big Bang projects for its internal and external outreach;

Support to the People Culture & Growth team (20%)

Depending on the recruiting activity, you will be able to support the overall management of future employees by participating in 5-star onboarding and any other projects requiring unsolicited assistance ;

This challenge is up for grabs if you have:

- A minimum of 2 years of experience in a similar role or in customer service ;
- Strong prioritization and organizational skills;
- An innate sense of responsibility and the ability to work independently and as part of a team ;
- Admirable command of customer service concepts;
- Attention to detail and the ability to prioritize while meeting deadlines ;
- A good resistance to stress and manage it in a positive, efficient and professional manner;
- Excellent oral and written communication skills in both languages (French and English);
- Proficiency in management tools such as Trello and Google Suite;

To be successful in this position, you must be:

- Meticulous and able to multi-task in a dynamic environment;
- Empathetic, well developed emotional intelligence and excellent communication skills;
- Good professional maturity and open-mindedness
- Recognized for excellent interpersonal skills;
- Resourceful, punctual, rigorous, discreet and respect confidentiality;
- Ideally, friendly, have a good sense of humor and be able to sing.

About Us

Big Bang is a consulting firm that helps organizations optimize and streamline processes through planning digital strategy, deploying business solutions, and creating organizational alignment. Our purpose is to create tangible value for our customers by streamlining business systems, connecting information between systems, aligning strategy with technology, and providing support to develop organizational expertise. Our vision is for all people, in every organization, to have direct access to the information that enables them to do their best work anywhere and every day. With headquarters in Montreal, Canada, and offices in France, Mauritius, Toronto and the United States, we aim to serve enterprises of all sizes and industries worldwide.