

Help us help the world!

Position: Office Co-ordinator
Company: Growing City



Location: Vancouver (South Marine Drive & Main St, very close to sky train and major bus routes)

We're a fast-growing recycling company based in Vancouver, BC looking for an enthusiastic and organized firecracker to help keep clients happy, grow our community and keep our office team on task.

Hours: Full time, starting immediately

Salary: \$33,000 - \$35,000 (dependent on experience)

You will be joining a happy, hard-working & fun team that's focused on making recycling an unmatched experience for our clients and everyone that steps into our office. We know the work we do has a tangible positive impact on our world, and our job is to take something people might not love (recycling) and give our clients such incredible service that they change their minds!

You are:

- Extremely detail oriented, organized and a strong multi-tasker
- Good natured and enjoy working with a team of good people
- Enthusiastic about building community and the environment
- Someone our team can depend upon
- Not afraid to get your hands dirty (with a little compost or soil) ;)
- Keen on learning new skills and offering ideas for how we can grow
- Proactive and can problem solve challenges before they arise
- Have a killer phone demeanour and love making clients feel heard & appreciated
- A self Starter who get things done with little supervision
- Someone that will make our office an organized, clean and exciting HQ to work from
- Someone looking for responsibility and the opportunity to shine!

The position:

This is a full-time position (40 hrs / week with some occasional weekend and / or evening commitments). As our company is rapidly growing we're looking for someone that will be able to grow with us and build their career. We always prefer to promote from within!

****Important notes about the position:*** Our location is at South Marine Drive and Main st., only apply if you're comfortable with your travel time. The position starts at 8am. Only candidates with non-generic cover letters will be reviewed: tell us why you're the best for the role :) *

Some of the responsibilities include:

- Receive incoming calls from current and future clients and manage voicemail
- Flag customer issues and follow up with them on progress and resolution
- Manage client email lists and notifications
- Look for opportunities to engage with clients (send over a new-baby gift basket!)
- Manage customer service email inbox with a ½ day response rate to customers (inbox should be empty by the end of the day!)

- Manage our web-chat inquiries
- Managing our office files and improving / optimizing our physical and cloud-based file management systems
- Track office inventory and place orders as needed
- Plan team celebrations (woot woot!)
- Oversee team goals and weekly meetings
- Sales support as needed
- Keep track of office expenses and budget
- Creating invoices and following up on payments
- Manage social media channels (twitter, facebook, instagram)
- Lead the creation of monthly newsletters
- Create posts and articles for our media channels, and update the website
- Suggest partnership or collaboration ideas with our list of cool and interesting clients
- Executive assistance to our CEO as needed
- & more!

Qualifications:

- Outgoing and positive outlook, with exceptional written and communication skills
- Have a passion for the environment and social enterprises
- Extraordinary organizational skills and extremely detail oriented!
- Proactive and resourceful multi-tasker who thrives on handling multiple projects at once
- Self-motivated team player that can keep a team on track
- Are familiar with twitter, facebook, instagram and other social media channels

Requirements:

- Proficiency in English (written and spoken)
- You have experience with using Microsoft Office and proficient in Word, PowerPoint, Outlook and Excel (or the Mac equivalents).
- Minimum of 3 years of working experience in customer service roles
- Experience working in cloud based software
- Post-secondary education
- Eligible to work in Canada
- Have a working laptop and phone

Benefits:

- Full extended health and dental benefits after a 3 month review period
- 2 weeks paid vacation
- Advanced training coverage programs

How to Apply:

Please send your non-generic cover letter and CV to careers@growingcity.ca. We are hiring immediately and if we find an amazing candidate, we'll offer them the role very quickly :)

We can't wait to have you on our team!