

ROLE PURPOSE

The Corporate Operations Coordinator plays a key role in supporting smooth day-to-day operations across the organization through executive support, vendor coordination, office operations, and contributing to an exceptional employee experience. This role supports internal alignment and operational efficiency in a remote-first workplace, enabling teams to deliver their best work and value to customers.

KEY RESPONSIBILITIES

Office Operations & Vendor Management

- Oversee office logistics and coordination for our remote-first environment, including managing mail, storage, and occasional in-office needs.
- Maintain vendor records, track vendor contract renewal dates, and support vendor communications.
- Manage procurement of office supplies, employee equipment, and other business needs, ensuring timely, cost-effective purchasing.
- Track and manage subscriptions and recurring services, ensuring alignment with team requirements and budgets.
- Monitor purchase activity; flag opportunities for cost savings or process improvements.
- Maintain organized procurement documentation and coordinate closely with Corporate Operations.

Employee Experience & Events

- Support the planning and coordination of employee events, including virtual and in-person gatherings, milestone celebrations, and team-building activities.
- Partner with People & Culture to help deliver an exceptional employee experience across key touchpoints such as work anniversaries, new hire welcomes, and all-hands events.
- Coordinate logistics for company-wide events (e.g., meetings, Summer Events, holidays), including venues, catering, gifts, and supplies.
- Track planning tasks, gather feedback, and help improve the consistency and impact of employee events.
- Prepare and send recognition messages or event follow-ups on behalf of company leaders to foster connection and engagement.

KEY RESPONSIBILITIES

Administrative & Executive Support

- Provide day-to-day administrative support to the CEO and other executives, including scheduling meetings, preparing agendas, coordinating logistics, and assisting with light travel and hospitality arrangements.
- Act as a central point of coordination across departments by tracking cross-functional action items, meeting deliverables, and internal documentation efforts.
- Maintain up-to-date organizational records such as insurance renewals, government registrations, company contact details, and landlord communications.
- Manage administrative records and prepare and format documents for signature.
- Maintain internal document libraries (e.g., policies, templates, procedures), ensuring clear access and formatting consistency.
- Support audits and special projects by retrieving and organizing relevant information, compiling internal metrics, and conducting business research as needed.
- Identify small inefficiencies or workflow friction points in day-to-day operations, proposing process improvements or workarounds.

SKILLS & EXPERIENCE

Education

- Diploma or bachelor's degree in business administration, office administration, communications, or a related field, or equivalent combination of education and administrative or operational experience.
- Experience or coursework in records management, customer service, or project coordination is an asset.
- Certifications in office administration, business communication, or customer success are considered an asset.

Experience

Experience – Must Have:

- 3+ years of experience in an administrative, office coordinator, or executive assistant role, preferably within a professional services, SaaS, or technical environment.
- Proven ability to manage competing priorities across scheduling, document management, and internal communications.
- Experience supporting senior leaders or executives in a confidential and professional manner.
- Strong organizational skills with a demonstrated ability to work independently and proactively.
- Strong attention to detail and ability to handle sensitive data confidentially.

Experience – Preferred:

- Familiarity with vendor coordination, procurement, or budget tracking processes.

SKILLS & EXPERIENCE

- Experience organizing company-wide events or coordinating cross-functional logistics.
- Exposure to compliance-driven or information-sensitive environments (e.g., working with insurance documents, contracts, or secure file storage).

Knowledge, Skills, and Abilities

Knowledge:

- Solid understanding of office administration best practices, internal communications, and scheduling coordination.
- Familiarity with document management tools (e.g., SharePoint, or similar).
- Awareness of confidentiality protocols, professional communication standards, and administrative compliance requirements.
- Understanding of cross-functional team dynamics in a remote-first or hybrid workplace.

Skills:

- Proficient in calendar management, travel coordination, and event planning.
- Strong attention to detail in document formatting, template management, and communications.
- Excellent written and verbal communication skills, including the ability to draft professional correspondence.
- Intermediate-to-advanced proficiency in Microsoft Office (Outlook, Word, Excel, PowerPoint).
- Comfortable working in cloud-based systems and navigating new administrative technologies.

Abilities:

- Ability to manage a high volume of diverse tasks with professionalism, confidentiality, and strong time management.
- Comfortable liaising across teams and departments to solve problems, escalate issues, and keep things moving.
- Able to remain calm and responsive under pressure, while dealing with shifting priorities.
- Highly adaptable and able to anticipate needs and take initiative in a fast-paced, evolving environment.
- Handles sensitive information with a high degree of confidentiality and professionalism.

KEY RELATIONSHIPS

- People & Culture Manager
- Finance Team
- President & CEO