



## **Culture & Operations Coordinator**

**[www.redstoneagency.ca](http://www.redstoneagency.ca) | [www.redstoneevents.com](http://www.redstoneevents.com)**

### ***Who we are:***

Redstone is made up of dedicated, intelligent, and hard-working individuals. We are a tech-savvy, digital-obsessed, and a Millennial-run agency striving to make a positive IMPACT on the event and association industry. We believe in establishing and maintaining TRUST with our team members and our clients. We strive to achieve 'the best possible', rejecting what is 'simply acceptable' in our mission to go the EXTRA MILE in everything we do.

At Redstone, we recognize that an organization's success is completely dependent on the PEOPLE within it; that's why we choose to only work with the very best. As a team, we work hard, are client-focused, and like to have fun. Enhancing our culture and the employee experience is a top priority at Redstone, so we value career growth and development by investing in you.

### ***What we do:***

We are an agency focused on delivering outsourced professional services to professional and trade associations. These services include membership management (retention and acquisition), board of director support, committee administration, sponsorship management, financial management, marketing, social and communications services, digital and hybrid event management, in-person event management, and so much more!

Our mission is to drive growth in our clients' organizations, make a positive impact in their communities, and make the volunteer experience enjoyable for everyone we work with. Customer service is our passion.

### ***Redstone Life:***

Our office is located in midtown Toronto, with a flexible approach to hybrid and remote work, depending on the requirements of your role. We're a full-service boutique agency with a growing team, which means you will work hard, have a lot of responsibility, you'll be challenged daily, and you'll work side-by-side with the senior leadership as you learn and grow within our company. We have a flexible hours policy – you work when you are most productive and we understand the need to have a work-life blend, because we have that need too.

### ***Who you are:***

- You are aligned with Redstone's mission and our core values – please check them out!
- You have a university or college degree in Business, Communications, or another related program
- You have 1-3 years of relevant experience in office management, administration and or project coordination
- You are a self-starter and take initiative, work without supervision, and begin projects independently (even while working in a virtual team environment)
- You can juggle priorities and adapt in a busy changing environment, managing multiple projects at once, and adhering to strict deadlines
- You have strong interpersonal skills, confidence, poise, integrity, and professionalism
- You have excellent verbal and written communication skills, organizational skills, time management, and must be detail and process oriented to be successful in this role
- You see changes in direction as opportunities, not roadblocks
- You have a creative eye and have expertise with Canva or other graphic design programs
- You have the ability to work outside of regular work hours as required

### **Considered an asset:**

- Experience working at an Agency, and/or the Events and Association Management industry
- Bilingual in English / French



### ***What you'll do:***

#### **Culture & Operations Coordinators are responsible for:**

As an essential part of the Culture & Operations team, you will support the daily operations of Redstone, contribute to making a positive impact on our vibrant company culture, and manage our physical office space. The Culture and Operations Coordinator will lead a variety of projects ranging from new hire onboarding, plan and execute company and committee initiatives, and maintain and manage databases. Adaptable, creative, deadline-driven, organized, resourceful and responsible should be words that describe who you are to succeed in this multi-faceted role.

#### **Operations:**

- Support the operations of the physical office and the operations of team member's remote workspaces
- Support the ongoing initiatives including client reporting, time sheet reporting, employee handbook updates, create process documents, update committee documents, etc.
- Maintain up-to-date databases and employee records
- Support HRIS initiatives and implementations including vacation tracking and other employee tracking done through Redstone's HRIS
- Lead the onboarding process of new hires and Redstone orientation
- Support the organization of the Culture and Operations team by taking notes during meetings, scheduling meetings and reminders where necessary, and following up on team's action items
- Prepare The Weekly (internal newsletter) contributions (Pin of the Week and Operations updates)
- Support strategic planning, reporting and ad hoc projects as needed
- Prepare and deliver weekly/monthly reporting to clients and management as needed
- Support with onsite event execution for the events team during high volume periods

#### **Office:**

- Attend the physical office 2-3 days per week
- Support the management of the Redstone office including administrative support, storage needs and client file management, any potential workplace transition in a COVID / post-COVID era
- Create and manage a mail collection and distribution process and send/receive couriers

#### **Culture:**

- Support the ongoing initiatives including charitable initiatives, social events (summer social and holiday celebrations), team birthdays and anniversaries, team milestones, virtual happy hours, etc.
- Accountable to join 2-3 Redstone Committees including the Education Committee, Redstone Cares Committee and the Health and Safety Committee
- Share ideas, initiate, plan, and execute on company and committee initiatives/events
- Create visual graphics to enhance promotions of internal team events
- Support team and client satisfaction initiatives

#### **Finance:**

- Support the financial management of Redstone, specifically the A/P process, expense management functions
- Work within Redstone's approved budget and supporting the development of the budget annually

Salary: \$40,000 – 45,000 (based on experience)

### ***Why Choose Us?***

Work for a rapidly growing, culture-based company allows each employee the freedom to work and provide creative input. That alone has been an enticing offer for our team, allowing each of our members to expand and strengthen their skills and network. Here are just a few more reasons to work at Redstone:

- Health, Drug and Dental Insurance



- Employer paid Group Life Insurance
- Paid Company holiday between Christmas and New Years
- Paid sick days and personal days
- Flexible working hours (ensuring meeting client expectations and team check-ins) and Summer hours
- Become fulfilled in work that matters by supporting the growth and business needs of non-profit organizations
- Opportunities to attend in-person and virtual conferences, workshops, industry accreditation and certifications for personal and professional growth through the company
- Travel opportunities to work at our events alongside our talented event staff
- Company events and team engagement initiatives to enhance the remote working culture

Team lunches (in and out of the office), step challenges, happy hours, game nights, holiday and summer parties, charity participation, and more!

***Application Instructions:***

Please email your resume and cover letter to Ryenn Cadesky at [hr@redstoneagency.ca](mailto:hr@redstoneagency.ca) with the role you are applying for in the subject line.

Due to the volume of applications, only successful applicants will be contacted with next steps.