



## **Office Administrator Epic Investment Services**

### **POSITION:**

At Epic Investment Services, the Office Administrator is the front desk support person and will act as the first point of contact to our office team members, visitors, clients, representing the company in a professional, positive, and helpful way. An exciting opportunity for an initiative-taker, who has excellent customer service experience and can work independently and as part of a team and who thrives in a fast-paced environment.

### **RESPONSIBILITIES:**

#### Front Desk:

- Greet all clients and visitors with courtesy and professionalism
- Escort visitors to meeting rooms, and offer coffee/water etc.
- Ensure the reception area, board rooms, and meeting rooms are neat and tidy throughout the day
- Answer telephones and direct calls or take messages as appropriate
- Pick up mail from central location daily for sorting and distribution
- Efficiently manage all incoming and outgoing courier packages by sorting and distributing
- Being aware that this is an office support position, not a hybrid or work from home position
- Other duties as assigned

#### Office Administration:

- Organize and manage meeting room scheduling, and assist/coordinate as required
- Maintain an inventory of all office and kitchen supplies, monitoring status regularly and order supplies as required on a timely basis
- Assist with monitoring and reporting of the administration department budget for office and kitchen supplies, and services; prepare reconciliations as required
- Order business cards for all new employees, and current employees when requested
- Provide troubleshooting for general office equipment, (printers, copiers, coffee machine, etc.), escalate to various vendors and providers, when necessary, ensuring timely service and maintaining records
- Monitor all office printers for ink & toner usage and replacement
- Maintain an accurate and current corporate contact list
- Contact building staff to resolve issues as required through the online property support system
- Maintain kitchens daily, checking to ensure there's a constant supply of coffee, milk etc., and by ensuring cleanliness of the kitchens
- Ensure the photocopy machine and the stationary rooms are always clean and tidy, with adequate supplies
- Train temporary staff or others to perform this position as required for vacation or other coverage, and coordinate coverage when needed
- Maintain and monitor the shredders throughout the office and coordinate with the shredding company for pickups and deliveries
- Assist the HR Team with general onboarding of new employees by creating welcome packages and maintaining an up-to-date internal employee contact list
- Assist with organization of carpet cleaning, and maintenance of plants in the office
- Assist with the preparation and processing of expense reports for allocated team members through the expense reporting system

#### Events:

- Organize ad-hoc requests for catering needs with internal team meetings and other office events
- Assist with planning and coordinating social events for the company throughout the year locally and nationally
- Assist with head office company event planning as required, including venues, catering, invitations, and other arrangements
- Assist with any office re-organization and expansion projects when required
- Other duties as assigned

#### Accounts Payable:

- Assist Property Administrators in sorting, distributing, saving, posting, and processing corporate and property level invoices in Yardi
- Setting up vendors in Yardi
- Printing and/or distributing reports

#### QUALIFICATIONS:

- Minimum 2-3 years' related experience including reception, administration, and office services and customer support
- Exceptional ability to multitask and prioritize heavy workload independently
- Projects a positive, enthusiastic attitude and a commitment to service excellence
- Ability to work independently and take personal responsibility for work, but to also work collaboratively as a member of a dynamic team
- Strong oral and written communication skills
- Ability to draft professional correspondence and to create effective reports and presentations from raw material
- Demonstrated proficiency with Microsoft Word, Outlook, PowerPoint, and Excel. Canva/design experience is an advantage
- Demonstrates thoroughness, timeliness, and a strong attention to detail
- Dependable and reliable with respect to both attendance and timely completion of work

## About Epic Investment Services

Epic is a fully integrated real estate management platform providing asset, investment, and property management services to institutional, wealth managers and high-net worth investors. Headquartered in Toronto, Canada, Epic has over \$13 billion in assets under management across Canada and the U.S. comprised of 22 million square feet of office, retail, industrial and multi-family residential properties.

## How to Apply:

Qualified applicants may e-mail their cover letter and current resume to [careers@epicinvestmentservices.com](mailto:careers@epicinvestmentservices.com) indicating “**Office Administrator – Calgary**” in the subject line.

Epic Investment Services is committed to diversity, equity, inclusion, and is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to ethnicity, age, religion, race, gender identity, physical ability, or sexual orientation, or any other elements protected by law. Epic Investment Services is committed to providing access, equal opportunity, and reasonable accommodation for individuals with disabilities in employment. For all internal and external applicants who require accommodation in the recruitment and selection process, please contact [akumbaro@epicis.com](mailto:akumbaro@epicis.com) for assistance/support.

We sincerely appreciate the interest of all applicants, however only those selected for an interview will be contacted. **No telephone calls or Agencies please.**

**Visit our website at [www.epicinvestmentservices.com](http://www.epicinvestmentservices.com) for further company details.**