



YOUR ROLL

Title Office Manager

Reports to People & Process Manager

Summary The Office Manager serves as the backbone of Rollout’s day-to-day studio operations, ensuring a smooth, organized, and welcoming workplace environment. This highly visible role is the first point of contact for clients, artists, vendors, and employees—setting the tone with a warm, professional, and service-oriented presence. Sitting at the front of the office during regular business hours, the Office Manager oversees a broad range of administrative responsibilities, including managing general office communications, coordinating with vendors, handling shipping and receiving, and maintaining office supply inventory.

With a hospitality mindset and strong attention to detail, the Office Manager supports the needs of a rapidly growing organization. They are proactive, opinionated, and solutions-driven, always looking for ways to improve processes and enhance operational efficiency. From maintaining a clean and well-organized workspace to streamlining workflows, the Office Manager plays a crucial role in creating an environment where internal teams can thrive.

Duties and Responsibilities

- Manage general client correspondence, monitor all emails and general inquiries.
- Assist with ordering and sending wallpaper samples to clients.
- Manage and monitor office telephone and voice messaging systems, ensuring messages are forwarded to the proper internal contact.
- Manage package shipping and receiving to and from the office.
- Create, maintain and file physical employee and vendor information using a systemized file management and naming convention.
- Monitor accounts payable and handle supplier disputes, while documenting resolution.
- Responsible for full cycle Accounts Receivable function including managing A/R Inbox, desktop deposits, cheque collection, posting of cheques and sending invoices and statements.
- Organize, scan and upload all incoming receipts, invoices and credit card payments. Download invoices from vendors to upload in Dropbox.
- Collect and maintain service contracts regarding on-site services such as utilities, security, janitorial, pest control.
- Liaise with building owner about day-to-day issues and maintenance.
- Manage calendars, attend and record team meetings, organizing files and records.
- Own, track and update office inventory including technology, furnishing, supplies and amenities.
- Monitor and replenish inventory levels for coffee and snack items, office supplies, cleaning products, and washroom papers.
- General upkeep and cleanliness of the workspace including but not limited to loading and emptying the dishwasher, wiping down counters, packing away food, ensuring the bathrooms are properly stocked, washing studio towels, and general upkeep of studio grounds.
- Assist with weekly trash/recycling/composting duties, including the timely movement of bins out-to-curb and back-from-curb on the appropriate collection days.
- Maintain office décor and ensure an organized and efficient work environment.
- Coordinate and organize lunches as needed.
- Administrator for Slack and Zoom.
- Update Rollout Central intranet as needed.
- Assist with event planning and special projects as needed.

Key Requirements

- Excellent attention to detail, strong project management and organizational skills.
- A good multi-tasker who can efficiently manage their time and schedule.
- A strong listener with excellent problem-solving, analytical, and critical thinking skills.
- An effective communicator with strong oral and written communication skills.
- A team player, with great interpersonal skills.
- Interest in interior design and décor.
- Experience with Slack, CRM Platforms (Copper CRM), Google Suite and MS Office Suite is an asset.
- Experience in office administration, studio maintenance and project management is an asset.
- Some general finance skills is an asset.
- A commitment to learning and developing with a fast moving and constantly evolving company.
- Experience in a start-up, agency or creative studio environment.
- Works well both independently and within a team environment.
- Committed to cooperating effectively with both clients and peers.
- Capable of operating in-house Epson SureColour P7570 wide format printer.