

Studio Operations Coordinator

In-office position	Part-time	20hrs/week	\$26/hr
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About the Company

MJM Architect is an award-winning boutique architecture firm based in downtown Victoria, BC. We are recognized for thoughtful design, adaptive reuse, and building modernization across a **meaningful portfolio** of residential, commercial, hospitality, industrial, and institutional projects.

We foster a **down-to-earth, people-centred culture** rooted in excellence, dedication, integrity, approachability, **work-life balance**, and the belief that people do their best work when they are **supported to grow**. We offer **competitive salaries, extended health benefits** (for full-time employees) and **professional development opportunities** in a **bright**, newly renovated **studio** with **ocean view** with a **ping pong table** and **dart board!**

The Opportunity

We are looking for a **Studio Operations Coordinator** who can help bring structure, organization, and follow-through to both our architectural projects and daily office operations. This role is ideal for someone who is highly organized, detail-oriented, proactive, and comfortable supporting project coordination, administrative systems, communication, documentation, and client service.

The right person will feel confident in an office environment, enjoy creating order, and naturally notices the things that need to be sorted, improved, documented, followed up on, or brought across the finish line. You will work independently, but will receive our full team's support. This role is highly collaborative and supported by an experienced Principal, Director of Operations, Project Manager, and a skilled technical team, along with strong established internal processes, templates, tools, and systems.

Key Responsibilities

This position has three main areas of responsibility: administration, project coordination, and client service:

Administration

- Providing office reception and general front-desk support
- Scanning, printing, and filing business documents
- Sorting incoming mail and preparing outgoing correspondence
- Managing client, consultant, and opportunity lists
- Ordering office supplies and equipment
- Liaising with print shops, running errands, and ordering supplies as needed
- Supporting improvements to standard operating procedures, templates and internal documents
- Assisting with special events and other administrative tasks as needed

Project Coordination:

- Supporting the preparation of fee proposals and architectural contracts
- Onboarding new projects in the MJM server and project management software
- Helping manage project documentation, drawings, reports, approvals, and client sign-off documents

- Preparing meeting agendas and distributing meeting minutes as needed
- Drafting letters and completing technical documents and reports as needed
- Supporting consultant RFPs and project coordination tasks
- Performing land title searches
- Ensuring all project files are organized for future reference, both digitally and in hard copy

Client Service:

- Collecting client feedback through customer satisfaction surveys
- Preparing thank-you cards, Christmas cards and other client touchpoint
- Helping create and support client service initiatives

Required Qualifications

- Previous experience in administration, office and project coordination, or a similar support role
- Strong computer skills, including, including Microsoft Excel, Pages, Adobe Acrobat, Apple Mail and Zoom.
- Exceptional command of professional written and oral English, with the ability to prepare clear, polished correspondence, meeting minutes, reports, and client-facing documents.
- Strong organization, attention to detail, and ability to manage multiple priorities
- Professional phone and email etiquette, with a high level of client service
- Resourceful, proactive, and able to find information independently, including reviewing previous project examples, templates, and internal records to understand and apply established processes.
- Uses good judgment when solving problems, balancing independent follow-through with collaboration and clear communication.
- Flexible and adaptable, with a positive attitude and willingness to support a wide range of tasks as priorities shift.
- Comfortable following established processes and helping improve systems, templates, and procedures
- Able to handle confidential business, project, and client information with discretion
- Comfortable preparing correspondence, meeting minutes, reports, and other business documents
- A keen interest in project coordination, client service, and the operations of a creative professional practice

Assets

- Experience in an architecture, engineering, construction, design, or professional services environment
- Post-secondary education in office administration, business administration, project coordination, communications, or a related field.

How to Apply

If you're looking for a place where **your work matters** and your **growth is supported**, MJM is a place where you can thrive. Please send a cover letter and resume to mylene@mjmarchitect.ca.

MJM Architect Inc. is an equal opportunity employer committed to an inclusive, diverse, and barrier-free workplace. We welcome applicants from all backgrounds and perspectives. If accommodation is required at any point in the recruitment process, please contact Human Resources.