

## **Job Description**

**Job Title:** Office Manager

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We are seeking an office manager for our Yacht Brokerage firm that has a business background and can work in all disciplines of a business and be the face of the business on a day to day basis. This individual will be a key member of our team. We are looking for someone who is an energetic self-starter who is looking to grow with our business and be a key member of our team. This is an excellent position for someone who is a recent grad with some experience having worked in a prior business.

### **Company Description:**

United City Yachts is one of the largest brokerage firms which includes both buying and selling of pre-owned Yachts in Canada. We are in growth mode and we require someone that has a business background to help us in managing our day to day business work with us to help take our business to the next level. We have accomplished our position in the industry by promoting a yachting lifestyle to our buyers and sellers, through innovative marketing, and excellent client care. Our business owners are self-made entrepreneurs who are interested in hiring individuals who are looking to be part of a growing team.

### **Location:**

We have locations across Canada, but the position will be in our offices on the Harbour in downtown Toronto.

### **Classification:**

Full-time role with a flexible schedule.

### **Reporting:**

Reports to one of the Owners

### **Overall Responsibilities**

- Responsible for managing and help in implementing our new CRM system
- Responsible for the development and management of business and operational processes
- Responsible for development and management of Human Resource policies and procedures
- Responsible for development and monitoring of marketing within the business
- Responsible for administration of paperwork within the office and interfacing in person and on the phone with clients and prospects.

## **Duties**

### **Administrative & Human Resources**

- Will be required to answer the phone in the office and handle client and prospect inquiries
- Preparation of closing documents and review and revision of contracts
- Development & management of policies and procedures for business including employee handbook
- HR management including keeping comprised of current employment and compliance standards

### **Operations & Business Analysis**

- Workflow development and administration and help with defining requirements /integration of applications being used to run our business
- Business process development and management

### **Marketing & Sales**

- Will be required to develop, manage, monitor, and measure performance of our Social Media, Email Marketing, Online Advertising and Search Engine Optimization (SEO)
- Content development and management for website and interface with web development company. Provide input for changes that will improve our websites.
- Help in the development of any offline marketing requirements including advertising, brochures, or other communication pieces.
- Will be responsible for managing and reporting for our CRM system including training of our sales reps.
- Aid with follow-up and management of current and ongoing client care.

## **Education and Experience Requirements**

- Possess a College or University Degree in Business with discipline in Marketing, Management, HR, or related field
- Experience working in real estate office an asset
- Minimum of 2 years' experience working in a similar role
- Experience working with a CRM system in a service driven business
- Must have at least two years' experience with Digital Marketing including (Web, SEO, Social Media, Email Marketing, and Online Advertising)
- Experience working with internal and external clients
- Proficiency with computers and working with software applications
- Working knowledge and experience with Microsoft Office or Google G-Suite

## **Skills & Knowledge Requirements**

- Exceptional Customer Service Skills as this is a service driven business
- Excellent interpersonal and communication skills (both verbal and written)
- Excellent organizational skills
- Attention to detail
- Boating knowledge or experience an asset but not required.
- Sales skills not required but are an asset

## **Working Conditions & Physical Requirements**

- Though this is a 40-hour work week position, there is the requirement to work on the weekends from April through October
- Some evenings may be required to participate in events
- Off season hours are flexible with the opportunity to work from home (satellite)
- Must wear company uniform when in the office and at events
- Some travel is required (less than 10%)
- Must be able to drive and possess a valid driver's license
- There might some physical work required which includes washing of boats

## **Compensation & Remuneration**

- Compensation based on experience. Annual salary
- There will be a base salary with bonus structure. Depending on the candidate, there is the opportunity to earn commission by participating in sales opportunities.

Please email us a Statement of Qualifications (2 page max) outlining how your experience meets the position criteria along with a copy of your resume. Email [andre@torontoyachtsales.com](mailto:andre@torontoyachtsales.com) and [adrian@kingstonyachtsales.com](mailto:adrian@kingstonyachtsales.com)