

# OPERATIONS & OFFICE MANAGER

*We show up for the team and for the clients who count on us.*

Parental Leave Contract (approx. 14–18 months) • Cornwall, Ontario • Full-Time • \$55,000–\$65,000

## ABOUT LPT & CO.

LPT & Co. is a boutique consulting and AI products firm in Cornwall, Ontario. We help founders, municipalities, Indigenous organisations, and non-profit teams across Eastern Ontario through hands-on consulting, loan administration, and governance support. We also build the AI-powered products that are fast becoming the bigger part of what we do: Mezzura™, our lending intelligence platform; Second Cut™, our community data practice; and North Clearing™, our fractional COO and embedded operations practice. We don't advise from a distance. We get in the trenches and build the structure, and the tools, that keep the work moving. We're a small, close-knit crew, which means everyone wears several hats, works shoulder to shoulder with clients and Principals, and sees the real impact of their work every day.

## THE OPPORTUNITY

Our Director of Operations is heading off on parental leave, and we need someone steady, resourceful, and trustworthy to keep the engine of the firm running while she's away. This is the role that holds the office together: the person who keeps the books moving, the inboxes answered, the projects on schedule, and the boardroom ready, often before anyone has had to ask.

You'll get a structured handoff, documented procedures, and a paid overlap and training period before the leave begins. We're not looking for someone to simply hold the fort. We're looking for someone who looks a step ahead, anticipates what the team and our clients will need next, and quietly makes sure nothing falls through the cracks. If you take real ownership of your work, treat confidential information with care, and genuinely like making the people around you more effective, you'll fit right in.

## WHAT YOU'LL DO

### CLIENTS & STAKEHOLDERS

- **Client and project support:** take on client tasks and project work as assigned by the Principals, keeping your time and progress tracked so nothing slips through the cracks.

- **Stakeholder & client relationships:** build and maintain strong relationships with clients, partners, and key stakeholders, acting as an approachable, professional point of contact for the firm.

#### FINANCE, BILLING & BOOKKEEPING SUPPORT

- **Accounts receivable & client invoicing:** generate and send client invoices, confirm payments are received, and record them accurately in QuickBooks Online, cross-referencing against Productive and verifying deposits through our online banking.
- **Accounts payable, receipts & payments:** collect receipts and invoices from across the firm, upload them into the record, and coordinate with our external bookkeeper to ensure everything is paid on time.
- **Timesheets & vacation tracking:** record hourly timesheets and track team vacation in line with employment agreements, working with the bookkeeper to keep payroll reporting accurate.

#### OFFICE, HOSTING & EVENTS

- **Office management:** keep the office running day to day, from general operations to vendor and supplier coordination, maintaining a clean, professional, and welcoming environment.
- **Boardroom setup & guest reception:** make sure the boardroom is ready for meetings with clients, partners, and stakeholders, greeting guests warmly at the door, setting up the Zoom Room, printing materials, and looking after everyone so they feel genuinely well hosted.
- **Event management:** plan and coordinate events both onsite and offsite, handling logistics, vendors, scheduling, and smooth day-of execution.
- **Office supplies & inventory:** keep the kitchen, bathroom, and boardroom stocked: track inventory, place orders, and restock before anyone runs short.

#### CLIENT INTAKE, INBOXES & ONBOARDING

- **New client intake,** be the firm's first point of contact, monitoring the phone line, inboxes, and the front door so prospective clients are met promptly and warmly.
- **Inbox monitoring:** watch several inboxes making sure messages are answered, forwarded, and actioned rather than left to pile up.
- **Client onboarding,** carry new clients through onboarding following relevant Standard Operating Procedures (SOPs).

#### PROJECTS, COORDINATION & GOVERNANCE

- **Project management in Company Software:** set up and manage new accounts, projects, and budgets from proposals and internal initiatives; create and assign tasks, due dates, and bookings; and keep work scheduled so it stays on track and nothing gets ahead of capacity.
- **Team meeting preparation:** prepare the weekly meeting agenda so the team starts each week aligned.

- **Team calendar coordination:** coordinate and schedule meetings for the team as needed, keeping everyone's time aligned.
- **Client meeting coordination:** coordinate meetings for clients as assigned.
- **Client vendor coordination:** coordinate vendors for clients as assigned.

#### PROCESS & BRAND

- **SOP creation & upkeep:** create, maintain, and improve standard operating procedures so the way we work stays clear and repeatable.
- **Templates & brand assets:** maintain our branded Word and PDF standards, brand asset library, and document infrastructure so everything that leaves the firm looks polished and consistent.

#### MARKETING, COMMUNICATIONS & SOCIAL MEDIA

- **Audience-aware messaging:** shape how the firm communicates to different audiences, adjusting tone, language, and level of detail for a board, a funder, a municipal leader, or a community partner so each message lands the way it should.
- **Decks, one-pagers & stakeholder documents:** build polished, on-brand presentation decks, one-pagers, and briefing documents tailored to specific stakeholders and the decisions in front of them.
- **AI-assisted production:** use AI tools with good judgment to draft, refine, and speed up the production of decks, copy, and communications, while keeping quality high and the LPT voice intact.
- **Social media & marketing support:** help keep LPT's social presence active and on-brand, supporting marketing with content that reflects how we show up.

## WHO YOU ARE

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You're confident and self-assured, you bring a bit of swagger, own your files, and genuinely want to be part of a crew rather than just pass through one. You're resourceful: when something doesn't have an obvious answer, you work with what's in front of you and find a way rather than waiting for one. You bring a great deal of initiative, acting on what needs doing without being chased or supervised. You think ahead, preparing what the team and our clients will need before the moment arrives, and you take real satisfaction in smoothing the path for the people around you.

You're trustworthy and loyal, to your colleagues and to our clients, and you handle confidential financial, legal, and personnel information with complete integrity and discretion. It's the foundation of the trust this role carries. You're diplomatic, able to navigate boards, committees, contractors, and the occasional frustrated client with tact and a steady hand. You're a natural host, with the warmth and people skills to make everyone from a funder to a tradesperson feel well looked after. And you're a team builder at heart: you look out for your crew, share the load, and help create the kind of close, supportive environment a small firm depends on.

You're highly organized and an excellent written communicator with a strong sense of audience, you know how to pitch a message for the room. You're comfortable with technology and quick to learn new systems, and you use AI tools with good judgment to produce polished, on-brand work faster without losing the LPT voice; experience with any of our stack (Productive.io, QuickBooks Online, Dext, Microsoft 365) is an asset.

## WHAT YOU'LL BRING

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- 3+ years in operations, office management, bookkeeping support, or a similar coordinating role.
- Strong bookkeeping and administrative instincts, with confident use of Microsoft Word, Excel, and Outlook.
- A strong sense of audience and the communication skills to tailor decks, one-pagers, and messages for boards, funders, and community partners, plus comfort using AI tools to produce polished, on-brand work.
- Experience with governance or committee support, professional services, or client-facing coordination is an asset.
- Post-secondary education in business administration or a related field. Equivalent experience given equal weighting.
- Bilingualism (English/French) is an asset given our Eastern Ontario client base (but not required).

## DETAILS & HOW TO APPLY

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- **Contract term:** approximately 14–18 months, including a paid training and overlap period.
- **Location:** LPT & Co. Office, Cornwall, Ontario, this is a full-time, in-person role (not remote or hybrid).
- **Compensation:** \$55,000–\$65,000 annually, commensurate with experience.

To apply, send your resume and cover letter telling us about a time you kept a busy operation running smoothly, and made the people around you better for it, to [hello@lptandco.com](mailto:hello@lptandco.com).

Applications will be reviewed on a rolling basis until the right candidate is found. We would like to fill this position by October at the latest but sooner if we find the right fit.