LPT & CO. | WE'RE HIRING

PROJECT ADMINISTRATOR

Fixed-Term Contract (12 months) • Cornwall, Ontario • Full-Time • $50,000 to $65,000

ABOUT LPT & CO.

Small businesses, lenders, municipalities, boards and non-profits all carry work they can't hire for. Some of it needs more seniority than the budget allows. Some needs a whole team when the budget covers one person. None of it goes away.

LPT & Co. becomes the department our clients don't have. We take on the work and answer for the result. They keep every decision.

A small team can carry all of that because we build our own systems and tools to do the heavy lifting behind the scenes. Our clients never see the machinery. They see finished work, on time. The best work is the kind nobody notices because it just works.

We're operators, not consultants. We show up when it matters, build things that last, and finish what we start. We're a close-knit crew based in Cornwall, so everyone wears several hats, works shoulder to shoulder with clients and Principals, and sees the real impact of their work every day.

THE OPPORTUNITY

We're looking for a Project Administrator to keep many files, clients and deadlines moving at the same time, so that nothing stalls and nothing is missed. You'll take on a range of client files and projects, each with its own stages and deadlines. Depending on the week, that could mean lending files, client operations work, or research and reporting projects. You'll also help the Operations & Office Manager keep the firm's tasks and schedules on track.

You don't need specialized knowledge in any of these areas, because we'll train you on each one. What we need is someone who cares about doing right by our clients and can track files at every stage, follow up without being asked, and keep every client informed. The pace can be fast and the volume high. Files and tasks can open and close quickly, and on a given day you may move many items forward across several clients. That energy comes from the programs and clients we serve, and from being part of an ambitious team that is always building something new.

The systems and tools we've built handle much of the routine work, which frees your time for the parts that need a person: client relationships, judgment and follow-up. You don't need a technical background. We'll show you how everything works. This role suits an experienced

administrator or coordinator who takes pride in their work and wants to be a trusted part of a small team. You'll report directly to the Principals and run the day-to-day coordination of each project, while they set direction and make the key decisions.

WHAT YOU'LL DO

FILE & PROJECT MANAGEMENT

- **Client care:** be the steady, responsive person our clients rely on, answering questions quickly, keeping them informed before they have to ask, and making sure they always know where their file stands.
- **File tracking:** track each client file or project through its stages, from intake to completion.
- **Documents & follow-up:** gather, review and organize client documents, and follow up promptly when anything is missing or out of date.
- **Client records:** keep client records, status updates and documents accurate and current in our internal systems and client platforms, using the tools and automations we've built.
- **Deadline monitoring:** watch key dates such as reporting deadlines, renewals and document expiries, and act before any are missed.
- **Timelines:** keep to the project timelines set by the Principals, so each step starts and finishes on schedule.
- **Deliverables:** track deliverables against their due dates and coordinate the inputs needed from clients, vendors and the Principals.
- **Early warning:** flag risks and delays to the Principals as soon as you see them, with a clear picture of what is at stake and what is needed to stay on track.
- **Reporting:** prepare clear status updates, reports and correspondence for clients and the Principals.

CLIENT PROJECTS

The projects you support will change over the term. Current examples include the following.

- **Loan administration:** carry out loan administration tasks for our lending clients, such as tracking loan files and keeping borrower records current.
- **Client operations:** work with the Operations & Office Manager on client operations, helping coordinate tasks, vendors, meetings and documents.
- **Research & reporting:** help organize data collection, schedules and deliverables for research and reporting projects.
- **New projects:** take on other client projects as required, often with short timelines and several moving parts.

TEAM & OPERATIONS SUPPORT

- **Operations support:** help the Operations & Office Manager with task tracking, scheduling and follow-up across the firm's work.

- **Project records:** keep tasks and status current in Productive.io, our project management system, and keep our shared files organized.
- **Time & expense tracking:** record time and expenses on your files in Productive.io so they can be invoiced accurately.
- **Meetings:** draft meeting agendas, notes and action lists for your client projects, and make sure each action item gets done.
- **SOPs:** follow and help improve our standard operating procedures (SOPs), the written step-by-step guides for how we do our work.
- **Other duties:** carry out other duties as may reasonably be assigned from time to time.

WHO YOU ARE

You genuinely care about the people you serve. Our clients are small businesses, lenders, municipalities, boards and non-profits doing work that matters to their communities, and you want to do right by them every time. You treat each client's file as if it were your own, you'd rather pick up the phone than let a question sit, and you take it personally when something falls short.

You have a sharp eye for detail. You catch the missing signature, the wrong date and the figure that doesn't match before anyone else has to. You can hold a full slate of files, priorities and deadlines in view at once, and you have a reliable system for doing it. When everything feels urgent, you can sort what matters most, communicate the trade-offs, and keep the most important work moving.

You follow through. When you say something will be done, it gets done, and you close the loop with the people who are waiting on it. You look for the next thing that needs doing, hold yourself to a high standard, and want to grow with the work. You take ownership of shared goals and step in to help when a colleague or a deadline needs it.

You handle confidential financial and client information with discretion, and you know when to raise an issue with the Principals. You're comfortable when priorities shift during the week, and you adjust without losing momentum. You welcome tools that take routine work off your plate, and you check every result with a careful eye before it reaches a client.

WHAT YOU'LL BRING

- 2+ years of experience in an administrative, coordination, case management or project support role with a heavy file load.
- Client-facing experience, with a record of earning trust through responsiveness, clear communication and follow-through.
- A track record of managing a high volume of active files or clients at once, each at a different stage, without losing track of any of them.

- Experience keeping project timelines and deliverables on track, using a project management tool or a structured tracking system.
- Strong written communication, including professional emails, status updates and short reports.
- The ability to learn new software quickly, including online platforms, databases and project management tools. No technical or coding background is needed. We'll train you on how we use our tools and workflows.
- A valid Ontario driver's licence and access to a reliable vehicle, for occasional travel to client sites across Eastern Ontario.
- A post-secondary diploma or degree in business, office administration or a related field is an asset, but we place just as much weight on relevant experience.
- Experience in lending, banking, credit unions, property or facilities management, small business, or non-profit or government programs is an asset.

DETAILS & HOW TO APPLY

- **Contract term:** full-time, fixed-term contract of twelve (12) months, based on current project and client work. We hope this becomes a long-term role, and we'll talk with you about extending it before the term ends. Any extension or renewal must be agreed in writing.
- **Start date:** we'd like someone to start as soon as possible, but we're flexible and happy to discuss timing.
- **Probation:** the first three months of employment are a probationary period.
- **Location:** LPT & Co. office, 406 Cumberland Street, Cornwall, Ontario. This is an in-person role (not remote or hybrid).
- **Schedule:** Monday to Friday, eight hours a day, with flexible start and end times. Work the hours that suit you, anywhere from 7:00 a.m. to 5:00 p.m. (for example, 7 to 3, 8 to 4 or 9 to 5). Occasional evening or weekend hours may be needed around a deadline or an event. This isn't a routine part of the role, and we'll give advance notice wherever we can.
- **Compensation:** $50,000 to $65,000 annually, commensurate with experience, paid bi-weekly.
- **Vacation & benefits:** three weeks of paid vacation per year, access to our health spending account, all paid public holidays, and the job-protected leaves provided under the Employment Standards Act, 2000.
- **Conditions:** any offer will be conditional on signing our Employment Agreement and being legally entitled to work in Canada.

To apply, send your resume and cover letter to hello@lptandco.com. In your cover letter, tell us about a time you kept many files or projects moving at once, and how you made sure nothing was missed. Then tell us about a time you went out of your way to do right by a client. We'll review applications on a rolling basis until the role is filled.

We thank all applicants for their interest. Only those selected for an interview will be contacted. LPT & Co. welcomes applications from all qualified candidates, and accommodations are available on request throughout the hiring process.