



The PID Agency is recruiting:

Office & Customer Experience Coordinator

Location: Longueuil, South Shore of Montreal
Duration: Permanent Full-time Monday to Friday
Competitive salary according to experience

PID Agency is a Quebec-based firm with a stellar track record and reputation and has been an affiliate and partner of the architecture and design industry for over 30 years. Our prestigious platforms, including **INTÉRIEURS** magazine, the international **GRANDS PRIX DU DESIGN AWARDS** competition and the **INT.design** web portal, are acclaimed for their creativity and contribution to the promotion of excellence in design, architecture, landscape and the built environment. We are proactive and creative connectors, strategists driven by a passion for design.

YOUR ROLE

The responsibilities will be related to the management of our office and all stages of the organization and customer service for the international GRANDS PRIX DU DESIGN AWARDS competition.

MAIN RESPONSIBILITIES

Communication & Client Experience (70%)

You will participate in the development of our community and be the contact person for candidates, members of the jury and the agency's partners. You will reach out to their needs, and make sure they get a positive experience.

- Handle all customer service matters, such as answering calls and emails related to our three products and services.
- Monitor the web and social networks to discover talented international candidates, interact with them and follow up on messages received on the various platforms.
- Maintenance and update of the database of potential candidates.
- Follow-up and technical support to candidates.
- Follow-up of the material submitted and validation of the applications for the jury deliberation and the production of the magazines.

Office Management (30%)

As Office Manager, you will be responsible for organizing and coordinating the administration and management of our office space and equipment to ensure operational efficiency. You will also assist and provide operational support to the team.

- Management of all equipment, software, subscriptions, licenses of the agency.
- Management and follow-up of the subscribers of INTÉRIEURS magazine.
- Management and follow-up of the database (Hubspot).
- Technical and administrative support for staff and freelancers.
- General office coordination: phone, email, maintenance...

SKILLS AND QUALIFICATIONS:

- Minimum of three (3) years of relevant experience
- Excellent bilingualism, ability to communicate and write in both French and English, other language an asset (international clientele)
- Excellent knowledge of Microsoft Office and CRM (HubSpot), WordPress (asset)
- Demonstrated ability and experience in customer service
- Knowledge of the design and architecture industry

ATTRIBUTES:

- Enthusiasm and interpersonal skills
- Empathy and patience
- Strong written and oral communication skills
- Thoroughness, attention to detail
- Sense of planning and priorities
- Self-reliance and resourcefulness
- Ability to work with technology
- Versatility and ability to work on multiple projects simultaneously
- Good stress management

Be part of a small team passionate about marketing and communication strategies, design, architecture, and international development.

Send your resume, cover letter, and other relevant documents to info@agencepid.com

N. B. Only selected candidates will be contacted.