

HI, WE'RE THE WORKHOUSE.

# WE'RE A BOUTIQUE DESIGN STUDIO *building* CONSIDERED BRANDS *through* STORYTELLING *and* HUMAN CONNECTION.

We're looking for a resourceful and driven entry-level Account Coordinator to help bring creative ideas to life through clear communication, thoughtful coordination, and strategic support. Great account management is about more than keeping things on schedule – it's about building trust, anticipating needs, and ensuring every project flows smoothly from start to finish. At our studio, creativity is all about listening, observing, and finding inspiration in everyday moments. Our work is a labour of love, bridging the world of our clients and their audiences. With our team at the heart of this philosophy, our strength as a creative agency lies in the synergy of our group, not solely in the talent of an individual. Together, let's weave some magic, going beyond the ordinary and mundane to reveal the exceptional in what might otherwise be invisible.

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## JOB SUMMARY

As an entry-level Account Coordinator at The Workhouse, you'll play a pivotal role in supporting the account management team in the coordination and execution of projects. From organizing timelines and deliverables to facilitating communication between clients and our creative team, you'll help ensure projects are delivered on time, on budget, and to the highest standard. You'll also be involved in internal initiatives and administrative responsibilities that keep our studio running. This is a collaborative, detail-oriented role where a proactive, detail-oriented mindset and passion for creative work will set you apart.

*Please note: This is a hybrid position and will require regular in-person workdays at our studio.*

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## EXPERIENCE

Although this role is an entry level position, experience in coordinating, organizing and the ability to simultaneously manage a large volume of assigned tasks is an asset.

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## ROLE & RESPONSIBILITIES

- Provides efficient and well-organized coordination on all assigned initiatives, ensuring attention to detail while offering effective assistance to team members and handling various administrative tasks as needed
- Manage a select portfolio of client accounts, acting as a liaison between clients, partners, and internal teams (studio, copywriters, illustrators, etc.)
- Report to the Account Management team in general, with more direct day-to-day interaction with the Strategic Account Director
- Coordinate project timelines, schedules, and resources to ensure projects stay on track and deadlines are met
- Maintain project documentation, including meeting notes, client feedback and status updates
- Assist in preparing project estimates, schedules, briefing documents, contact reports, etc. to ensure the successful execution of projects
- Review creative deliverables, ensuring they meet client expectations and adhere to high-quality standards
- Contribute to the research and notes necessary for drafting briefs and proposals
- Occasionally attend calls outside of regular business hours to accommodate clients in different time zones
- Manages time, workload, and schedules in a productive manner
- Maintains and encourages a positive working environment

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## WORKHOUSE

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**PERSONAL ATTRIBUTES**

- Ability to manage multiple priorities simultaneously
- Confident, professional and enthusiastic
- Motivated, anticipatory and eager
- Proactive and collaborative
- Interest in branding, design and marketing
- Diligent work ethic and insatiable desire to learn
- Strong organizational skills with meticulous attention to detail

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**TECHNICAL SKILLS**

- Proficient in relevant software programs (i.e. Word, Excel, PowerPoint, Google Docs, etc.)
- Polished, professional communication skills (verbal and written)

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**TIMING**

We strive to manage our workload within typical business hours, however occasionally based on the nature of our business, time spent outside of 9am - 5pm may be required. We currently work on a flexible hybrid work model with three required days in office at 128 Sterling Road, Toronto, ON.

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**OUR MISSION**

We are a boutique Toronto-based design firm specializing in branding, design and elevated digital solutions.

**OUR VISION**

In *our* house, we cultivate *curious leadership* and inspire *creative collaboration*.

**WITH A SHARED PASSION FOR OUR MISSION & VISION, OUR CULTURE CODE GUIDES HOW WE ACT AND INTERACT BASED ON FIVE CORE PILLARS:**

**DEPENDABILITY** = We show up

**COURAGE** = We embrace brave

**INTEGRITY** = We practice kindness

**EXCELLENCE** = We desire excellence

**TENACITY** = We have grit

**WORKHOUSE**