

EXTERNAL JOB POSTING

Job Title: EXECUTIVE ASSISTANT & OFFICE MANAGER

Job Type: Full-time

Pay: \$85,000 - \$95,000 per year

Work Location: Hybrid remote in Toronto, ON M5T 3A8

Travel Required: Occasional, 1-3 times per year within Canada

Application deadline: March 30, 2026

Company Overview

At the heart of the magnetic and dynamic Canadian music industry is FACTOR — **The Foundation for Assisting Canadian Talent on Recordings**, the non-profit widely recognized across the country as the gateway into the music industry. In the coming year, FACTOR's mandate continues to grow and become even more strategic. Not only will FACTOR's team be responsible for distributing millions of dollars to support artists and industry programs, but we will also be tackling some of the most important topics facing our industry today, including AI, new avenues of revenue for artists and the ever-important live music culture.

FACTOR is a partner to those creating or amplifying Canadian music for audiences across our country and around the world. Our staff is made up of music fans who want to proudly play a role championing and accelerating the success of Canada's vital voices.

If you want to explore a fascinating industry, play a key part in the success of the FACTOR team, and have a passion for getting things done and helping people, this is the role for you.

Position Summary

The Executive Assistant & Office Manager plays a pivotal role in ensuring the smooth and efficient operation of a fast-paced, high-performing organization. This position provides strategic administrative support to senior leadership while overseeing day-to-day office operations, helping to create a productive, organized, and collaborative work environment.

The ideal candidate is proactive, highly organized, and adaptable — someone who thrives in a dynamic setting, anticipates needs before they arise, and confidently manages multiple priorities with discretion and professionalism. This role requires sound judgment, exceptional communication skills, and the ability to balance executive-level support with hands-on operational coordination. This position reports directly to the President & CEO.

Key Responsibilities

President & CEO / Executive Support

- Provide high-level administrative support to the executive leadership, including calendar management (gatekeeping), meeting coordination, and travel arrangements
- Prepare, edit, and manage correspondence, reports, presentations, and other documents
- Serve as a primary point of contact between President & CEO, internal teams, and external partners
- Manage confidential information with discretion and professionalism
- Anticipate executive needs and proactively resolve issues to support efficiency and productivity

Office Management

- Oversee daily office operations to ensure a well-run, organized, and efficient environment
- Manage office supplies, equipment, and vendor relationships; coordinate maintenance and repairs as needed
- Lead office layout planning, workstation setup, and facilities improvements
- Maintain and update office policies, procedures, and safety protocols
- Assist with onboarding and offboarding of employees, including workspace preparation and technology coordination
- Serve as a liaison with building management for access badges, security, and facility-related matters
- Track invoices, manage expense reports, and assist with basic budgeting or financial documentation related to office expenditures

Administrative & Team Support

- Plan and coordinate company events, meetings, and team-building activities

Qualifications

- Minimum 5 years of experience supporting C-suite executives, or demonstrated success in a comparable senior administrative role with highly transferable skills.
- Proven ability to manage complex calendars, competing priorities, and high-volume workflows with exceptional accuracy and attention to detail.
- Advanced proficiency in Microsoft 365, MS Teams, Zoom, and project management platforms, with a strong commitment to producing professional-quality work.
- Demonstrated experience handling confidential information with discretion and sound judgment.
- Strong understanding of business operations and organizational priorities to effectively support executive leadership.

Core Competencies

- Exceptional organizational and prioritization skills.
- Outstanding written and verbal communication abilities.
- Proactive mindset with the ability to anticipate needs and solve problems independently.
- Professionalism, diplomacy, and strong interpersonal skills.
- High degree of discretion, integrity, and judgment.
- Ability to thrive in a fast-paced, dynamic environment while maintaining composure and focus.

- Quality-focused approach with strong attention to detail.

Benefits:

We believe great work happens when people feel supported and valued. That's why we offer a flexible schedule with work-from-home options, paid time off to recharge, and a casual, comfortable work environment. We invest in your future through RRSP matching and tuition reimbursement, and we make time to connect through company events that celebrate our team and our successes.

Hiring Process:

As a small, collaborative team, finding the right fit matters to us — for both you and us. Our hiring process includes three conversations: an initial discussion with our HR Lead/Consultant to review your experience and interest in the role, a meeting with select executive team members to explore cultural fit and collaboration, and a final conversation with the President & CEO to discuss qualifications, potential simulations, and alignment with our mission and values.

This posting is for an existing vacancy, and the role is posted on external job boards and our FACTOR careers site. Our goal is to fill this role as soon as possible. We're committed to keeping candidates informed throughout the process and appreciate the time and effort you put into your application.

We are an equal opportunity employer that promotes a diverse, inclusive and accessible workplace. By embracing diversity, we build a more effective organization that empowers our employees to be the best that they can be. We are committed to creating a working environment that is barrier-free and we are prepared to provide accommodation for people with disabilities.

FACTOR is committed to providing accommodations throughout the interview and employment process. If you require an accommodation, we will work with you to meet your needs.

Please send your resume to careers@factor.ca for consideration. Thank you!