

## OFFICE COORDINATOR (MILAN)

Design International is an architectural practice based in London, with branch offices in Milan, Shanghai and Dubai. We operate on a global scale and provide our clients with research, planning, architecture, master-planning, hospitality, landscape and lighting design consultancy services.

We are currently looking for a friendly Office Coordinator with excellent communication skills to join our team in Milan. The Office Coordinator will support the Office Manager and will be responsible for handling various clerical tasks. The day-to-day duties will include greeting clients and visitors, providing a polite and professional service via phone, email and mail, making travel arrangements and reservations, and generally providing a helpful and positive service to the team. The successful applicant will be comfortable using computers, with general office tasks, and will excel in verbal and written English and Italian.

### Essential duties and responsibilities:

#### Reception Duties

- Answer the phone and direct calls
- Deal with emails to the reception mail box and reception correspondence
- Greet visitors and notify the relevant staff member/partner
- Arrange refreshments for client and partner meetings
- Manage meeting room bookings
- Maintain the office calendar and ensure that it is always up-to-date
- Provide general administration support to the Studio Director

#### Travel Management

- Book travel tickets (flights, rail) and car rentals
- Book accommodation
- Arrange visa applications when needed
- Write up travel itineraries as required
- Coordinate travel arrangements for fairs/conferences

#### Facilities Management

- Manage stationary and kitchen stock levels, place and receive orders as required
- Support the Office Manager in the organisation of staff events
- Supervise the external cleaning company

#### HR Management

- Monitor and track absences and holidays in line with the company policies
- Support the recruitment process by drafting job descriptions, advertising job roles, shortlisting, arranging interviews and contacting successful and unsuccessful candidates

#### General Marketing & Communication

- Attend and contribute to fortnightly marketing meetings
- Update and maintain company social media accounts when needed
- Participate to tradeshow or conferences when needed. Some travelling may be required.

### Required skills and qualifications

- Fluent in spoken and written Italian and English is essential
- Excellent interpersonal, communication and team management skills in a culturally diverse environment, and confident communicating at all levels of the organisation
- Very good telephone manner and excellent customer service skills

- Proficient in the use of Microsoft Office Suite
- Experience in booking travel arrangements

We offer an initial contract of 1 year, CCNL Commercio, 4 livello.