Office Manager & EA (Chief Flock Officer) to the CEO | Instinctive Solutions

Permanent role · Minimum 25 hours per week, with potential for additional hours · Hybrid, with a mix of in-office and work-from-home time

At Instinctive Solutions, we are a small team dedicated to empowering environments of authentic alignment. We help leaders and teams get clear on what matters, understand how they work best, and help them fly in a V formation. We call our team the Flock, and the way we work together reflects what we teach. We also like to be odd ducks and like to ruffle some feathers. If this sounds like you, keep reading.

We're looking for an Office Manager & Executive Assistant (Chief Flock Officer) who takes pride in making things run well. You'll work closely with Warren Barry, the CEO (Chief Environmental Officer), to protect his time and keep commitments visible. You'll also own the day-to-day office operations that give the Flock what it needs to do good work, whether we're in the office or working from home.

What you'll own

- The CEO's calendar and meeting readiness. Coordinate scheduling, anticipate conflicts, protect time for priorities, and make sure Warren has the materials and context he needs before meetings.
- Follow-through on commitments. Capture decisions and next steps, track who owns them, and follow up before deadlines slip. If priorities collide or a decision stalls, give an early honk so the Flock has time to adjust.
- Client and workshop logistics. Coordinate bookings, confirmations, travel, materials, and practical details so clients and facilitators know where to be, what to expect, and what they need to bring.
- Day-to-day office operations. Keep shared files, tools and administrative routines organized and easy for the Flock to use. Resolve routine issues, make practical improvements within your area, and bring proposed changes that affect how the wider team works to Warren for review.
- Client invoicing and accounts receivable. Issue invoices on time and accurately, track outstanding balances, follow up with clients on overdue payments, and flag billing issues that need a decision.
- Improvements to the way we work. Notice where details get missed or work gets duplicated, then suggest and implement practical fixes within your role.

How you show up

The energy you bring matters more to us than the experience on your résumé. We're looking for someone who wants to be part of a small team, do meaningful work, and enjoy the people they work alongside. Our Flock brings warmth, curiosity, and humour to the day. We take our commitments seriously and make room for fun along the way. If you've often felt like the odd duck, you might find your place in our pond.

- You take initiative and ownership. You notice what needs attention, anticipate what's coming, and get things moving. You're comfortable identifying the next step without waiting for instructions, and you follow through on what you take on.
- You help keep the whole Flock on track—including Warren. You're comfortable asking for decisions, following up on commitments, and flagging when a new request affects existing priorities. You give an early honk when something needs to change.
- You enjoy making the day-to-day work run well. A well-managed calendar, a clear handoff, an organized office, and a client who feels taken care of are satisfying outcomes for you. A check mark on your to do list is more satisfying than opening presents on Christmas morning.
- You use good judgment. You know when to act independently, when to bring forward a recommendation, and when to ask for approval. You handle confidential information with care.
- You're curious about your own growth. You take an active interest, and engage in personal and professional development, welcome feedback, and put what you learn into practice.
- You communicate directly and with care. You speak up, ask questions, and raise concerns respectfully. When priorities shift, you help clarify what moves, what stays, and who needs to know.

What you bring

- Experience in executive support, senior administration, or a role where you independently coordinated schedules, communications, and follow-through.
- Strong written communication, attention to detail, and the ability to manage several commitments at once.
- Comfort with Microsoft 365 and shared tools for calendars, files, and tasks, or experience with comparable systems and the ability to learn quickly.

What success looks like

Warren can trust his calendar and walk into meetings prepared for. Clients feel taken care of, invoices go out on time, and overdue payments get followed up on. The Flock knows who owns the next step (or waddle, in our world), where to find what they need, and who to turn to when an office issue comes up. When the flight plan changes, you give people enough notice to adjust, and when your work makes someone's day easier, you hear about it. We make a point of saying Thank You.

Sound like your kind of Flock? Give us a honk at admin@instinctivesolutions.ca and send along your resume!