



Job Title	Creative Coordinator	Location	Hybrid, Vancouver Island
Salary	\$55,000 - \$65,000	Position Type	Full Time, Permanent

General Information

Indigenous Marketing Solutions (IMS) is an Indigenous-owned creative agency based on Vancouver Island, BC, owned by Naut'sa mawt Resources Group. We provide a full spectrum of communication, marketing, and creative services to First Nations organizations, government departments, Crown corporations, and non-profits. We also develop and support programs that honour Indigenous voices and positively impact Indigenous peoples.

We are looking for an organized and proactive Creative Coordinator to join our Creative team. This role supports the day-to-day operation of the team by managing project administration, tracking active work, and maintaining clear communication between our creative team, clients, and internal departments. If you are a detail-oriented coordinator who values keeping projects on track and wants to contribute to meaningful work for Indigenous communities, we want to hear from you.

Position Focus

The Creative Coordinator is the organizational backbone of the Creative team, ensuring projects move efficiently from intake to delivery. This role owns the schedules, workflows, and communications that keep the team on track and the Creative Director focused on leading the work. It is a role for someone who thrives on structure and understands that strong coordination is what allows creative work to reach its full potential.

Core Responsibilities

Project Coordination

- Review the project management tracker daily, proactively identifying and communicating timeline risks, overdue tasks, and capacity conflicts to the Creative Director or project lead.
- Coordinate project intake, supporting the Creative Director in scoping work, developing proposals, and preparing for project kick-off.
- Set up project folders and project management folders with all necessary documentation prior to kick-off meetings.
- Support the Creative Director or department leads in assigning work to team members based on capacity and workload.
- When projects are paused, cancelled, or significantly changed, update timelines, tasks, and assignments in the project management system.
- Coordinate client feedback rounds and revision cycles, ensuring scope boundaries are respected and flagging when change orders are required.
- Serve as the primary point of contact for clients on active projects, providing updates, managing day-to-day communication, and escalating issues as needed.



- Support meeting preparation by ensuring project information is current and the Creative Director or project lead has what they need.
- Support the planning and coordination of internal program projects and other key initiatives as directed.

Shared Initiative Coordination

- Coordinate the creative production elements of shared IMS initiatives, including the Orange Shirt, Pink Shirt, Agenda, Wholesale, and Online Store programs, ensuring creative deliverables are completed on schedule and handed off to the Director of Sales and Operations team for fulfillment.
- Maintain project timelines for shared initiatives, tracking milestones across both the creative and sales and operations sides of the organization and flagging conflicts or delays early.
- Serve as the internal coordination point between the creative team and the Director of Sales and Operations on shared program projects, ensuring clear handoffs, accurate briefs, and consistent two-way communication on timelines, creative asset requirements, and production schedules.
- Actively maintain the coordination relationship with the Director of Sales and Operations team, ensuring both sides are aligned on priorities, capacity, and upcoming campaign requirements across all shared programs.
- Support seasonal planning cycles across all shared initiatives, working with the Creative Director and Director of Sales and Operations to track production lead times, creative asset requirements, and approval cycles well in advance of campaign deadlines.
- Support the coordination of other shared initiatives as they are introduced, ensuring creative production requirements and handoffs are managed consistently with established processes.

Sales Support, Estimating, and Administration

- Support the Creative Director in developing estimates and proposals, ensuring they reflect accurate scope, hours, contingency, and margin requirements.
- Maintain estimate templates and historical project data to support consistent and accurate future proposals.
- Assist with RFP coordination, ensuring internal deadlines are met and submission requirements are addressed.
- Maintain accurate records in the project management and CRM systems, including closing off completed work and keeping client information current.
- Support client invoicing in coordination with the Creative Director and President.

Time Tracking and Utilization

- Ensure all creative team members log time accurately and consistently in the project management system.
- Monitor billable vs. non-billable time across the team and provide regular summaries to the Creative Director.
- Flag utilization gaps and capacity issues to support resource planning decisions.
- Track hours against project estimates in real time to support budget management.

Department Operations and Process



- Implement and maintain department workflows, intake procedures, and file management standards.
- Document processes, guidelines, and procedures in accessible formats to ensure consistency across the team.
- Identify gaps or inefficiencies in existing processes and propose practical solutions.
- Integrate IMS values into all areas of your work by actively participating in cultural training, implementing cultural protocol into your daily practices, and contributing to a workplace culture that honours Indigenous peoples and communities.
- Participate in staff meetings, retreats, strategic planning sessions, and other staff events as requested.
- Perform other duties as assigned by the Creative Director.

Education and Experience

We recognize that candidates may bring diverse combinations of education and experience. We encourage applicants who meet most qualifications to apply.

- Diploma or degree in business administration, marketing, communications, or a related field, or an equivalent combination of education and experience
- 2+ years of experience in project coordination, account coordination, or a similar administrative role
- Experience managing multiple projects simultaneously in a fast-paced environment
- Experience using project management software
- Experience working with or within Indigenous organizations or communities is a strong asset

Knowledge, Skills and Abilities

- Strong organizational and time management skills with a high attention to detail
- Clear and professional written and verbal communication
- Ability to manage competing priorities and adapt to shifting deadlines
- Comfortable working independently and taking initiative without close supervision
- Collaborative team player who supports the work of others
- Proficient in Microsoft Office and comfortable learning new software and systems
- Familiarity with creative production workflows and agency environments
- Cultural awareness and a genuine commitment to reconciliation and working respectfully with Indigenous communities.
- Respect for Indigenous cultures, communities, and governance systems.
- Cultural humility and a relational approach to working with Indigenous clients and communities.
- Adaptable and comfortable working across varied projects and initiatives.
- Self-directed and accountable in a remote work environment.

Additional Requirements

- This is a Hybrid position. Candidates must be based in Vancouver Island British Columbia, Canada.



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- Occasional availability for team meetings and client calls across Pacific Time business hours is required.
- Indigenous candidates are encouraged to apply. Preference may be given to qualified Indigenous applicants.

What We Offer

- Meaningful work supporting Indigenous communities, organizations, and programs.
- A collaborative, values-driven team environment.
- Competitive salary commensurate with experience.
- Health benefits after a three-month probationary period.
- Opportunities for professional growth within a growing Indigenous-owned agency.

How to Apply

IMS welcomes applications from candidates committed to delivering high-quality digital work in support of Indigenous communities and organizations. Preference may be given to qualified Indigenous applicants.

Please submit a cover letter outlining your interest and relevant experience and an updated resume.

Deadline to apply: June 10, 2025

Email to: Colleen Moyles, colleen@indigenoumarketing.ca