



INTERNAL/EXTERNAL

Office Administrator – Ability Employment

Full-time: 37.5 hours per week

At Ability Resource Association, we believe people with disabilities should have opportunities to live full, meaningful lives. Through Ability Employment, we provide welcoming and inclusive support that helps people with disabilities facing additional barriers build skills, find meaningful employment, and feel supported to succeed at work.

The Office Administrator plays an important role on the Ability Employment team by supporting day-to-day office operations, providing welcoming reception and customer service, and helping the team deliver person-centered employment services. This position requires strong organization, communication, teamwork, professionalism, and conflict-management skills.

As an Office Administrator, you will:

- Provide friendly reception support by answering phones, responding to messages, greeting visitors, directing people to the appropriate staff, and sharing general information about services.
- Support office administration by drafting and proofreading communications, preparing forms and spreadsheets, monitoring the general inbox, and maintaining digital, online, and paper files.
- Assist with employment-service tasks, including resume development, sharing job-search and training resources, updating the Resource Room job board, and researching local job opportunities.
- Help collect, track, and compile data and statistics as directed by the Ability Employment Team Leader.
- Coordinate office supplies, janitorial supplies, office equipment, and technology support using established Association processes.
- Participate as a positive member of the Ability Employment team by attending meetings, supporting team members, contributing ideas and solutions, and demonstrating professionalism and respect.
- Support a safe, respectful, non-discriminatory, and harassment-free work environment by following Association policies and health and safety procedures.

As an Office Administrator, you bring:

- ✓ Strong organization, time-management, and attention-to-detail skills.
- ✓ Effective verbal and written communication skills, with the ability to provide welcoming and professional customer service.
- ✓ Proficiency with Microsoft 365 and confidence learning office systems, databases, forms, spreadsheets, and digital filing processes.
- ✓ The ability to manage multiple priorities, respond calmly to interruptions, and use sound judgment when supporting visitors, callers, and team members.

- ✓ Professionalism, discretion, and a strong understanding of confidentiality when handling sensitive information.
- ✓ A respectful, solutions-focused approach and the ability to contribute positively within a team environment.

Qualifications include:

- Post-secondary education in a related field, such as a certificate, diploma, or degree.
- Experience in employment support services, administration, customer service, or a related human-service setting is considered an asset.
- Current Police Information Check, including Vulnerable Sector Check.

**Please submit your cover letter & resume to: employment@abilityresource.ca,
or in person at 1610 29 Street N, Lethbridge, AB T1H 5L3**

Applications will be accepted until a suitable candidate is found.

Thank you to all who apply – only those selected for an interview will be contacted.