



EMPLOYMENT OPPORTUNITY

JOB TITLE : Program Administrator

TYPE: Full-Time, Entry-Level

LOCATION: Toronto, Ontario

APPLICATION DEADLINE: Until vacancy is filled

ABOUT US

Easter Seals (www.easterseals.ca) is Canada's largest local provider of programs, services, issues-leadership and development for the disability community. One of our nationwide programs is called the Access 2 Card program. Launched in 2004, the award-winning Access 2 Card program helps ensure entertainment, cultural and recreational opportunities are more available to all, by providing 2 for 1 admission cards to participating venues for individuals with disabilities who require the assistance of a support person.

With over 115,000 Access 2 Card holders, and over 500 participating entertainment venue locations across Canada, the Access 2 Card program is the national leader in ensuring cultural, recreational, and entertainment activities are available to all (www.access2card.ca).

JOB OVERVIEW

Easter Seals Canada is seeking a Program Administrator to assist with the daily operations and administrative functions of the Access 2 Card program. The candidate will also have to answer frequent questions about the program over the phone and through email. You will work closely with the Program Manager and other program experts to ensure the daily, weekly, and longer-term program objectives are completed smoothly and on time. This role requires the ability to multi-task, focused attention to detail, and superior time-management skills.

DUTIES AND RESPONSIBILITIES

- Reviewing and processing applications for the Access 2 Card and Disability Travel Card received via mail, email and fax
- Assist in the delivery process of the card (printing, packaging, and mailing)
- Liaising with applicants who have disabilities, their caregivers, or various health care professionals to provide information about the Access 2 Card
- Following up with applicants to solve problems for incomplete or incorrectly completed applications

- Report to the Director of Finance concerning basic accounting records (including cheque processing, photocopying and filling out a deposit book), managing NSF cheques/bounce back and refunds

DESIRED QUALIFICATIONS

- Administrative and customer service experience
- Attention to detail, organizational, and time management skills
- Familiarity with Microsoft Office (Access, Excel, Word)
- Familiarity with social media and website management (specifically Twitter, WordPress and Canva)
- Awareness of disability issues and language sensitivity

APPLICATION REQUIREMENT

Applicants are invited to submit a resume and cover letter addressed to Easter Seals Canada at acheng@easterseals.ca. Applications will be considered on a rolling basis until the position is filled. We thank all applicants for their interest and will only contact those selected for interviews.

Candidates from diverse groups are encouraged to apply. We are committed to fostering an inclusive, barrier-free and accessible environment. If you have been contacted for an interview and require accessibility accommodations to participate in the recruitment and selection process, please advise and we will work with you to meet your needs.