



Communications & Services Administrator
Part-time Leading to Full-time
Work from Home

Must be available during weekdays and regular business hours

At Geseron Employment Consulting (GEC) Ltd., we are dedicated to helping individuals overcome barriers to employment through skills upgrading and development, job search support, career exploration, and vocational assessment/reporting services. Our multidisciplinary team provides a range of innovative programs designed to connect people to meaningful work and build lasting skills for today's job market.

We are seeking an experienced and dynamic Communications & Services Administrator to oversee multiple divisions, including programs within Job Search Assistance and Vocational Assessment & Reporting Services.

Job Responsibilities

- Serve as the primary point of contact for external relationship management with referral sources, including responding to inquiries, resolving issues, providing updates, and closure reports.
- Act as a key internal resource to support quality service delivery and strong program performance with internal team members and external stakeholders.
- Responsibility for ensuring accurate documentation, service timelines, and performance metrics are met.
- Proactively identify and pursue opportunities to inform referral sources about division services that may be of value to clients.
- Collaborate with internal leadership teams to support and advance division program goals.
- Monitor and evaluate program and initiative outcomes and performance, serving as a point of accountability for reporting updates and insights to senior leadership.

Requirements

- Comprehensive knowledge and experience in the vocational rehabilitation industry, including VR technical reporting standards and documentation requirements.
- Demonstrated experience preparing, reviewing, and managing vocational rehabilitation technical reports for funders, insurers, or government stakeholders, including TSA (Transferable Skills Analysis), LMR (Labour Market Research/Report), and other assessment/reports evaluating employability, career potential, or vocational readiness.
- Experience working with diverse populations, including individuals with disabilities, complex barriers to employment, and military-affiliated populations, such as Canadian Armed Forces (CAF) members and veterans.
- Exceptional communication and organizational skills.
- Ability to oversee several divisions and programs effectively.
- Reliable and consistent with the ability to work with minimal supervision.
- Detail-oriented and deadline driven, with strong quality assurance skills.
- Computer or laptop with proof of antivirus software.
- High-speed internet connection.
- Familiarity with Microsoft office applications.
- Ability to work with technology and multiple systems/platforms.
- Criminal record check.

Required Qualifications

- Relevant post-secondary education such as diploma or degree in Career Development, Human Services, Education, Counselling, Vocational Rehabilitation, or a related field.
- Relevant certifications or designations in a specialized industry, such as, Career Professionals of Canada - CPC (Certified Career Development Practitioner-CCDP), Vocational Rehabilitation Association of Canada – VRAC (Registered Rehabilitation

Professional - RRP, Registered Vocational Professional – RVP), Canadian Society of Professionals in Disability Management – CSPDM (Certified Disability Management Professional – CDMP, Certified Return to Work Coordinator - CRTWC), College of Vocational Rehabilitation Professionals – CVRP (Return to Work Disability Managers - RTWDM, Certified Vocational Rehabilitation Professional – CVRP), etc.

- Minimum three (3) to five (5) years of experience in a specialized industry such as vocational rehabilitation or employment services including hands-on experience with VR technical reporting
- Minimum two (2) years of experience in a supervisory, team leader, or program coordinator role
- A combination of equivalent education, training, and experience may be considered. If relying upon equivalency, ensure this is clearly identified within your resume

Languages

- English is mandatory.
- French is considered a strong asset.

Wages

- Starting at \$30 per hour.

The Successful Applicant Must:	The Successful Applicant Must Not:
<ul style="list-style-type: none"> • Handle responsibility • Learn quickly • Set and work toward goals • Follow instructions • Maintain high standards • Analyze and interpret details • Listen actively to others • Manage time efficiently • Demonstrate self-confidence • Be resourceful and solution-focused • Motivate and encourage others • Pay close attention to detail • Be patient and empathetic • Work consistently and reliably • Work independently with minimal supervision • Perform well under pressure 	<ul style="list-style-type: none"> • Communicate ineffectively with others • Ignore timelines • Perform inconsistently • Be unreliable • Be resistant to feedback or unwilling to adapt • Be a poor listener • Be slow to respond to client or team needs • Be unwilling or unable to work collaboratively • Miss or avoid scheduled client interactions • Disregard established processes or reporting requirements • Allow personal distractions to interfere with work • Show lack of initiative or motivation • Be disorganized or frequently unprepared • Fail to maintain client confidentiality or professional boundaries

Note: This job description is intended to convey information essential to understanding the scope of the position and is not an exhaustive list of skills, efforts, duties, responsibilities, or working conditions associated with it. Duties, responsibilities, and activities may change, or new ones may be assigned at any time.

Posting Type: This posting is for an existing vacancy.

Disclosure: We confirm that no artificial intelligence (AI) tools are used in our recruitment or candidate assessment processes. All applications are reviewed and evaluated directly by staff.

Please submit your completed application via email to: info@geseron.com