

Office & Membership Support Coordinator

Maternity Leave Coverage (0.5 FTE)

The Alberta Basketball Association (ABA) is seeking a detail-oriented and service-focused Office & Membership Support Coordinator to support day-to-day office operations and member services. This role is ideal for someone who enjoys administrative work, customer service, and contributing to a small team environment.

About Alberta Basketball Association

ABA is the provincial governing body for basketball in Alberta. We support athletes, coaches, officials, and member organizations through programs, events, and services that grow the game and strengthen communities in alignment with Canada Basketball standards.

Position Details

- **Status:** Part-Time Term (0.5 FTE, maternity leave coverage)
- **Term:** 12–18 months (subject to organizational needs)
- **Hours:** ~20 hours/week across 4–5 days
- **Schedule:** Between 8:30 a.m.–4:30 p.m., with some flexibility during peak periods
- **Location:** In-person at ABA Office (Edmonton)

Position Overview

This role provides administrative, membership, and operational support to ensure smooth office function and positive member experiences. The Coordinator serves as a key front-line contact and supports internal systems including membership, retail, communications, and website updates.

Key Responsibilities

Office Administration & Reception

- Maintain a professional and organized office environment
- Greet visitors and respond to general inquiries (phone and email)
- Manage incoming/outgoing mail and internal information flow
- Maintain office supplies and coordinate orders

Mail, Inventory & Store Fulfillment

- Receive, verify, and organize shipments and inventory
- Prepare and ship packages (program materials, awards, store orders)
- Fulfill online store orders (picking, packing, shipping coordination)

Membership Support

- Assist with member management system (RAMP), including data entry and updates
- Support registration lists, reports, and basic member inquiries
- Compile membership data and simple reports

Retail & Transactions

- Support sales using Square (in-office and online)
- Assist with basic reconciliation and inventory tracking
- Help maintain accurate online store listings

Communications Support

- Assist with email communications under staff direction
- Maintain contact lists and support consistent messaging

Website Updates

- Update website content (programs, events, schedules, news, registration links)
- Ensure information is current and accurate

Administrative Support

- Prepare and edit documents and reports
- Schedule meetings and assist with setup
- Maintain digital filing systems
- Support data compilation and general administrative tasks

Qualifications

Education & Experience

- Education in Office Administration or related field (or equivalent experience)
- 2–3 years of experience in office administration or customer service
- Experience in a non-profit or sport environment is an asset
- Familiarity with platforms such as RAMP, Square, or email tools is an asset

Technical Skills

- Proficiency in Microsoft Office or Google Workspace
- Comfortable learning membership systems, POS platforms, and CMS tools
- Experience updating websites is an asset

Skills & Attributes

- Strong organization and time management
- Excellent communication and customer service skills
- High attention to detail and accuracy
- Ability to manage multiple tasks and work independently
- Reliable and comfortable working in-office regularly
- Ability to lift supplies or merchandise (up to ~40 lbs)



Conditions of Employment

- Clear Criminal Record Check with Vulnerable Sector Check

Compensation

Hourly wage: \$22.50 – \$25.50

How to Apply

Submit your resume and cover letter to careers@albertabasketball.ca with the subject line:

“Office & Membership Support Coordinator – Application”

Application Deadline: April 27, 2026

We thank all applicants for their interest; however, only those selected for an interview will be contacted.