



## **QASA OFFICE ADMINISTRATOR ROLE**

**Job type:** Full-time (Mon- Fri 8am to 4pm).

**Location:** In person- QASA Head Office, Gillitts

### **About Us**

QuadPara Association of South Africa (QASA) is a leading organisation dedicated to improving the lives of quadriplegics and paraplegics. We are committed to advocacy, empowerment, and service delivery that promotes independence, inclusion, and dignity.

We are seeking a highly organised and motivated Office Administrator to support the effective day-to-day operations of our office.

### **Job description**

The Office Administrator reports directly to the Office Manager and has an administrative and support role over all administrative duties of QASA. The Office Administrator plays a critical role in ensuring the smooth and efficient functioning of the organisation's administrative systems. This role supports staff, coordinates office processes, and helps maintain accurate records while ensuring compliance with organisational policies, including data protection requirements. The Office Administrator is expected to have good communication skills, excellent administrative skills with precise attention to detail and most importantly, a passion for improving the lives of Quadriplegics and Paraplegics across South Africa.

### **Key Responsibilities**

The Office Administrator has the responsibility to support the QASA Team by managing the operational requirements necessary to maintain a functional office that will allow for the carrying out of the QASA Mission and Vision as stated in the QASA Strategic Plan.

#### **1. SUPPORT & COMMUNICATION**

- Administrative support to QASA Staff
- Assistance to various projects
- Support to MANCO
- Support to Regional Branches

#### **2. ADMINISTRATION & STAFF MANAGEMENT**

- Attend to visitors
- Answering of Switchboard
- Re-directing calls to different departments/projects
- Manage QASA courier and postal actions
- Publication stock count and replenishment

- Publication reprint orders in conjunction with Communications Officer and GM
- Newsclip Media Clip monitor relationship and admin queries
- Effective Bags of Hope database management
  
- Update 17 Hamilton Maintenance Register
- Update Vehicle Maintenance & Income Register
- Monitoring, addressing and recording of parking abuse queries
- Capturing website queries
- Coordination of couriers
- Monthly Report to GM
  
- Meetings:  
Assist Office Manager in the coordination and organisation of the following for management and staff meetings
  - Meeting Venue Arrangements and checking if compliant in terms of Universal Accessibility
  - Travel Arrangements: assistance with quotes and initial planning and enquiries.
  - Accommodation Arrangements and checking if compliant in terms of Universal Accessibility
  - Transport Arrangements - availability and safety regulations as well as compliance in terms of Universal Accessibility
  
- Document Management:
  - Developing and managing filing system
  - Daily database management on OneDrive.
  - Request and upload of member support documents
- Membership:
  - Communication with members:
    - Bulk email article distribution
    - Social media responses to direct messages and comments with GM supervision.
  - Effective database management
  - Wheelchair parking discs issuing and registration.
  - Distribution of medical and pre-loved items.

### **3. FINANCIAL ADMINISTRATION**

- Debtors – follow up

### **4. TRANSPORT AND VEHICLES**

- Vehicles
  - Licensing: support to OM
  - Maintenance: logging of requests onto maintenance register

### **5. OTHER DUTIES**

- To support all QASA staff with admin needs and requirements.

- Support with Social media posts
- Support with Bottle tops project

### **Minimum Requirements**

#### **Qualifications**

- Grade 12 (Matric)
- Relevant administrative or office management qualification (advantageous)

#### **Experience**

- Demonstrated experience with administrative or office support tasks.
- Experience working/ volunteering in a non-profit or service-based environment (advantageous)

#### **Technical Skills**

- Proficiency in Microsoft Office (Word, Excel, Outlook)
- Experience with office management systems and record-keeping
- Understanding of data protection and confidentiality principles (POPIA compliance is essential)

#### **Remuneration**

- Market-related salary (commensurate with experience and qualifications)

#### **This position will give preference to persons with disabilities.**

The Office Administrator will be expected to work in the Durban office full time and remote work (even part-time) is not negotiable.

If you would like to apply or have any queries, please send your CV (with contactable references) and a letter of motivation to [info@qasa.co.za](mailto:info@qasa.co.za) .

**Closing Date: Friday 3 July 2026**