

## ABILITY MANAGEMENT SPECIALIST

Position ID: J0925-0126

Job Title: ABILITY MANAGEMENT SPECIALIST

Job Type: Full Time

Department: Human Resources

Number Of Positions: 1

Min Salary: \$40.56/Hour

Max Salary: \$50.70/Hour

---

As one of the fastest growing cities in Alberta, the City of Airdrie is a recognized leader in building a vibrant and sustainable community through innovation.

At the City of Airdrie, incredible opportunities happen every day in a flexible work environment that is tailored to each department. Our inclusive culture and values create a workplace where we welcome aspiring, driven and creative individuals to help us accomplish our business and community goals. We are supportive of one another, and we have fun while we serve our community. We are passionate about improving the lives of our residents through care and respect; that is the foundation of our organization. At the City of Airdrie, we learn, grow and accomplish great things together. We're proud to foster a workplace culture built on dedication, teamwork, and genuine care. Our commitment to creating a positive environment is reflected in our employee feedback from the 2025 Employee Engagement Survey, with 92.8% of employees saying they enjoy their work, and 92.6% feeling equipped with the resources they need to stay safe on the job.

If you have a passion for building a better community and are ready to join the excitement, we'd love to hear from you!

### The Opportunity:

The Ability Management Specialist is responsible for overseeing the Ability Management Program and specializing in Workers' Compensation Board (WCB) case management. This role involves responding to complex disability inquiries, providing expert advice, and managing disability claims and accommodations to ensure compliance with legislative standards and City policies.

Responsibilities include:

- Respond to complex disability inquiries, providing expert advice to managers and technical support to employees, while ensuring compliance with legislative standards and City policies
- Establish and maintain efficient processes for disability management claims and accommodation requests, including the analysis and management of claims through comprehensive fact-gathering and obtaining a medical review when required
- Manage and document disabilities and accommodations, generating high-level operational reports

and maintaining claim files with Return-to-work information, including restrictions in SharePoint and CorePoint, as appropriate

- Evaluate trends and challenges impacting candidates, employees, and leaders, serving as a trusted partner to balance organizational and individual needs
- Liaise with third parties including medical practitioners and employee assistance programs to facilitate claims management and assist with investigations as needed
- Submit and monitor Workers' Compensation Board (WCB) claims online, ensuring timely follow-up for claims necessitating modified work or lost time; report missed and modified hours to WCB and Payroll for accurate coding
- Track and process WCB e-transfer payments and send monthly premium invoices to Accounting and Accounts Payable
- Distribute current WCB documentation to business units and collaborate with Health and Safety to ensure first aid stations are updated throughout the City
- Coordinate annual blood pressure testing and City flu shot clinics to support organization-wide wellness initiatives
- Maintain and compile quarterly and annual incident statistics, preparing reports for the Joint Worksite Health and Safety Committee (JWSHSC) to inform safety strategies and cost management
- Act as the coverage for the other Ability Management Specialist, ensuring regular communication to ensure an efficient cross-over when needed

#### You Bring:

- Post-secondary education in Business/Human Resources or a related field
- Disability management education preferred
- CPHR designation is preferred
- Minimum of 5 years of experience managing WCB, STD, and/or LTD claims
- Proven expertise in utilizing claims-related software and collaborating effectively with insurance companies to manage and resolve claims efficiently
- Strong knowledge of leave management practices
- Demonstrated experience shaping ability management strategy, working with and influencing stakeholders, and engaging in preparation of reports to senior leadership
- Strong analytical skills with the ability to translate ability management data into actionable insights and strategic recommendations
- Strong written and verbal communication skills required
- Display a high degree of integrity and professionalism
- Demonstrated ability to always maintain company and employee confidentiality and handle sensitive information in an appropriate manner
- Well-developed interpersonal skills and the ability to influence and form collaborative relationships
- Ability to remain innovative and positive in times of imposed constraints and challenges
- Ability to quickly align with shifting priorities, work assignments and timelines
- Demonstrated proficiency in MS Office
- Resourceful and well organized

#### We Offer:

**Genesis Place**  
800 East Lake Blvd NE  
Airdrie, AB T4A 2K9  
F: 403.948.0604

**City Hall**  
400 Main Street SE  
Airdrie, AB T4B 3C3  
F: 403.948.6567

**Tel: 403.948.8800**  
**1.888.AIRDRIE**  
**airdrie.ca**

**Parks/Public Works**  
23 East Lake Hill NE  
Airdrie, AB T4A 2K3  
F: 403.948.8403

**Municipal Enforcement**  
2 Highland Park Way NE  
Airdrie, AB T4A 0R1  
F: 403.948.0619



Along with a competitive compensation program and City paid health and dental premiums, our employees also enjoy:

- Excellent health, dental, paramedical, and benefits plan
- Employee discounts, annual adult Genesis Place pass, social events, and health & wellness initiatives

Continuous learning through training and development is encouraged as are flexible work arrangements, when possible. We recognize that our people work best when they feel engaged in their environment and appreciated for their efforts and our overall benefits package reflects that.

#### **Additional Information:**

This is a full-time position, working 37.5 hours per week from Monday to Friday.

#### **Next Steps:**

Candidates are invited to apply online. We only accept resumes and additional application documents through our online recruitment system. In person applications, email or other online forms will not be considered. If you require an accommodation during any part of the application or hiring process, please contact us and we will work with you to meet your needs.

Postings close at 9 p.m. on the closing date listed in the posting. We recommend applying as soon as possible as we are not able to accept late applications.

Please review the job competition carefully and be sure to attach any specifically requested documentation in the My Documents section of your application.

Interviewing and hiring may commence prior to the posted closing date.

Thank you for your interest in the City of Airdrie.