



**THE TERRY FOX
FOUNDATION**

Job Description: Senior Fundraising & Administration Coordinator

Reports To: Manager, Administration & Donor Services

Location: Multi-Provincial Openings

Position Summary

Reporting to the Manager, Administration & Donor Services, the Senior Coordinator will work on the nationwide administration and donor services (gift processing) team, providing support to provincial office staff, and all National departments in the Foundation. The successful candidate will communicate thoughtfully and effectively with all our supporters to ensure donor satisfaction and retention. We look forward to welcoming you to our team!

Fundraising & Donor Relations - Administration

- Answer telephone and email inquiries; forward to appropriate Foundation staff and escalate to Manager of Administration as needed.
- Monitor various shared inboxes responding to all inquiries within 2 business days and forwarding to appropriate staff.
- Provide support for National Merchandising – answer customer inquiries, order returns and corrections, and maintaining regional Purolator tracking information.
- Admin level acumen of giving platforms – CrowdChange to assist with school and community registrations, online tax receipting, and participant page navigation.
- Maintaining a provincial SharePoint folder; documenting all vendor account details, invoices, contracts, and training documentation pertinent to your provincial office.
- Organizers; ensure documentation is complete and act as a regional point person.
- Coordinating with Volunteer Manager for cyclical volunteer support in regional offices.
- National Tribute Program – work with Legacy department and Manager of Administration in supporting and streamlining process, while producing thoughtful and timely notification letters.

Finance/Fundraising Administration

- Basic bookkeeping and accounts receivable (highest volume September through November)
- Depositing cheques using remote cheque scanner, ensuring deposits balance with posted information in Salesforce.
- Process offline merchandise, general donation pledges, and national tribute donations.
- Ensure all scanned and deposited cheques are date-stamped, stapled to relevant paperwork, and filed appropriately.
- Issue tax receipts and maintain accurate records for auditing.
- Process phone-in payments via Authorize.net for invoice payment and various donation types.
- Process Online donations for individuals across the country who experience difficulty using the online interfaces (CrowdChange and Fundraise Up) (highest volume during Run season & holiday campaign)
- Ensure all donations are received in a timely fashion and recorded in Salesforce.
- Accept mail-in donations, including those from Run Organizers.
- Organize paperwork as necessary for Community and School departments.
- Working with Philanthropy for specialized donation entry – stock gift donations, helping ensure gifts are properly coded and tracked in SF, per the guidelines and standards and ensuring quality of data, donor survey results/tagging areas of interest in SF (ie. respondent indicates interest in legacy)



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Salesforce (Database) Management

- Manage regional data and online giving platform.
- Enter revenue data for fundraising events.
- Maintain national data entry standards.
- Support with list pulls, segmentation, and de-duping for various campaigns.
- Support departments with additional tasks as scheduled.

Office Management

- Manage reception area and in-person visitors.
- Ensuring all necessary office supplies are in stock.
- Managing all incoming and outgoing mail and deliveries.
- Basic technical support for donors and maintenance of in office equipment (Standard printers, Purolator e-ship, Canada Post Pitney Bowes machine).
- Maintaining accurate inventory of retail and promotional materials for your provincial office. Keeping stock accounted for, tidy, accessible. May require some heavy lifting (30lbs).

Perform other job-related duties as assigned.

Qualifications

- Excellent verbal and written communication skills.
- 3-5 years' experience in a senior administrative or customer service capacity in a fast-paced environment.
- Demonstrated experience with Office 365, SharePoint, TEAMS, Salesforce or similar CRM system.
- Self-motivated and service-oriented disposition.
- Keen attention to detail with strong organization and time management skills.
- Outstanding donor or customer relations skills.
- Ability to take initiative, anticipate potential problems, and take appropriate action.
- Ability to balance multiple projects and activities with competing deadlines.

Join Us

If Terry Fox and his Marathon of Hope have meaning for you and you are passionate about making a difference in the lives of people facing cancer, The Terry Fox Foundation would like to hear from you.

We offer compensation commensurate with experience and a comprehensive benefits plan.

Please send a cover letter and resume to **katie.fyfe@terryfox.org**

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