



Job Title: Administration & Donor Services Coordinator

Reports To: Senior Manager, Administration & HR Services

Location: National West Coast Office – Port Coquitlam, BC

Employment Type: Full Time 35 hours per week **Salary Range:** \$51,500 - \$54,000 per annum

Start Date: October 2025

The Terry Fox Foundation

The Terry Fox Foundation stands as one of Canada's most iconic and impactful charitable organizations, rooted in the extraordinary legacy of Terry Fox. In 1980, after losing his leg to osteogenic sarcoma, Terry embarked on the Marathon of Hope—a cross-country run to raise awareness and funds for cancer research. His journey, marked by courage, resilience, and unwavering determination, captured the hearts of Canadians and inspired a nationwide movement.

Although Terry's run was cut short after 143 days when his cancer returned, his dream lives on. Today, the Terry Fox Foundation continues to uphold his vision by funding innovative cancer research and inspiring millions through his story. With over 10,000 annual Terry Fox Runs held in communities across Canada, the Foundation plays a vital role in fostering national unity, promoting health and wellness, and advancing scientific discovery.

For over four decades, the Foundation has united Canadians in the pursuit of a world without cancer. Every donation, every step taken in Terry's name, fuels groundbreaking research and brings hope to millions. Joining the Terry Fox Foundation means becoming part of a legacy that dares the impossible—and works every day to make it possible.

Position Summary

As a key member of the national Administration and Donor Services team, the **Administration & Donor Services Coordinator** plays a vital role in supporting Foundation staff and supporters across Canada and beyond. This position is responsible for donor communications, gift processing, data management, customer service, and logistics coordination with our distribution centre.

Based in our West Coast Office in Port Coquitlam, BC, you will also provide essential support to the BC Fundraising departments and help maintain efficient office operations. As the first point of contact for donors and supporters, you will deliver thoughtful, responsive service that fosters strong and positive relationships with stakeholders.

Key Responsibilities

Administration

- Manage reception duties, central phone line, and email accounts; respond to inquiries and direct them appropriately.
- Handle daily incoming/outgoing mail and Purolator shipments for both National and BC offices.
- Provide support for seasonal campaigns and special projects (e.g., Fox Family letters).

- Process donations, pledges, tribute requests, and issue tax receipts for the BC Fundraising team.
- Maintain accurate donor records in Salesforce (CRM).
- Support various departments (Community Run, School Run, Philanthropy, Finance) with seasonal initiatives.
- Oversee office systems and equipment, liaise with building management, and maintain vendor relationships.
- Track inventory of merchandise, promotional materials, and tech equipment.

Logistics Support

- Serve as the primary contact for TFF customer support, monitoring shipment issues via TFF Order Fulfillment and coordinating resolutions with the Distribution Centre (DC).
- Support inventory management by pulling reports and tracking inventory levels.
- Monitor shipments, update tracking information, resolve issues, and proactively communicate delays or concerns to relevant stakeholders.
- Assist with manual order uploads and ensure accuracy in order processing.
- Track production timelines and status for key TFF products, including paper materials and apparel.
- Develop and maintain best practices documentation for evolving logistics processes.
- Provide support for logistics-related projects and implementations.
- Act as a liaison between our distribution centre and TFF staff to ensure smooth communication and operational efficiency.

Finance Support

- Assist in reviewing Canada Post and Purolator invoices.
- Manage National Imprest accounts for provincial offices.
- Support provincial office billings and contract administration.
- Assist with NSF procedures and specialty donations (EFTs, matching gifts, stocks, major gifts).
- Coordinate travel administration including Air Canada and Avion points management and executive bookings.

Qualifications

- 1–3 years of experience in administration or customer service in a fast-paced environment, or a diploma in Office Administration.
 - Proficiency in Excel (VLOOKUP, Pivot tables) Office 365 and Salesforce (or similar CRM).
 - Strong customer service orientation and self-motivation.
 - Experience in office management and logistics coordination.
 - Excellent verbal and written communication skills.
 - Strong organizational skills and attention to detail.
 - Ability to manage multiple tasks and meet competing deadlines.
 - Initiative and problem-solving skills with a proactive approach.
-

How to Apply

Your talents, passion, and dedication will help us continue Terry's legacy and make a lasting impact in the lives of so many. To begin a meaningful new journey with us please submit a cover letter and resume to [**careers@terryfox.org**](mailto:careers@terryfox.org)

We are dedicated to employment equity, and we value diversity in the workplace. If you require any accommodation during the recruitment process, please reach out to us.

While we thank all applicants for their interest, only those selected to move forward in our screening process will be contacted. No phone calls please.