



Job Title: Administration & Donor Services Coordinator

Reports To: Senior Manager, Administration & HR Services

Location: Calgary, AB (Onsite + Occasional Hybrid)

Employment Type: Full-Time Permanent (35 hours/week)

Salary Band: \$53,000 – \$57,000/year + benefits, vacation, and matching pension plan

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.

Why This Role Matters

The Administration & Donor Services Coordinator is a key front-line role supporting national administrative operations and donor services at the Terry Fox Foundation. Based in our Calgary office, you will deliver exceptional service to donors by phone and email, ensure accurate gift processing, and assist with HR and internal staff administration.

You'll also play an important role in maintaining daily office operations, supporting fundraising activities, coordinating volunteer involvement, and providing administrative support to our HR team. This role is essential in ensuring donors feel valued and that our offices and our mission run smoothly year-round.

Key Responsibilities

Donor Gift Processing

- Locate, issue, and verify tax receipts.
- Process and reconcile cheque deposits and ensure accurate Salesforce entry.
- Process offline merchandise orders, pledges, tribute donations, and phone-in payments.
- Support mail-in donation processing and organizer submissions.
- Maintain organized administrative paperwork for Community & School Programs.



Office Management

- Manage reception and greet visitors.
- Maintain office supplies and oversee incoming/outgoing mail and courier deliveries.
- Provide basic tech support for donors and office equipment.
- Manage inventory of retail and promotional materials, ensuring accuracy and organization.

Administration & Donor Relations

- Respond to donor inquiries by phone and email; escalate as needed.
- Support Community & School teams with inquiries, kit packing, and donation processing.
- Monitor shared inboxes with a two-business-day response standard.
- Train and support volunteers on tax receipting procedures.
- Assist with national merchandising inquiries, returns, and shipments.
- Maintain provincial SharePoint folders with vendor files, invoices, contracts, and documentation.
- Support HR/Finance with the Summer Student Grant Program application process.
- Assist HR with recruitment tasks: resume screening and phone interviews.
- Coordinate volunteer needs, communications, and retention with the Volunteer Manager.
- Support internal staff processes, including calendars, distribution groups, anniversaries, and contact lists.

Qualifications

- 2–5 years' experience in an administrative or customer service role in a fast-paced environment.
- Demonstrated proficiency in Office 365 and knowledge of Salesforce (or similar CRM).
- Strong verbal and written communication skills.
- Self-motivated, service-oriented, and committed to professionalism.
- Excellent organizational skills and attention to detail.
- Strong donor or customer service experience.
- Proven ability to take initiative, anticipate needs, and take appropriate action.
- Ability to manage multiple tasks and deadlines effectively.

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.

To be considered for this position, applicants must be legally eligible to work in Canada at the time of application. The Terry Fox Foundation is unable to support work permit or immigration applications for this role. Employment is contingent upon the Foundation's receipt of all required documentation.



While we thank all applicants for their interest, only those selected to move forward in our screening process will be contacted. Details regarding compensation, including the salary and benefits package, will be discussed with candidates invited to interview.