



**Job Title:** National Office Administration & Donor Services Coordinator

**Reports To:** Senior Manager, Administration & HR Services

**Location:** Port Coquitlam, BC (Onsite + Occasional Hybrid)

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

**Salary Band:** \$55,000 – \$58,500/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**

As a key member of our National Administration & Donor Services team, the National Office Administration & Donor Services Coordinator supports staff and donors across Canada and beyond. In this role, you will manage donor communications, gift processing, data entry, customer service, and logistics coordination with our distribution centre.

Based in our National Office in Port Coquitlam, you will also assist the BC Fundraising teams and help ensure smooth, efficient office operations. As the first point of contact for donors and supporters, you will deliver warm, responsive service that strengthens relationships and upholds Terry Fox's legacy of integrity, compassion, and determination.

## **Key Responsibilities**

### **Administration**

- Manage reception, the central phone line, and shared email accounts
- Process daily mail and Purolator shipments for National and BC offices
- Support seasonal campaigns and special projects (e.g., Fox Family Letters)
- Process donations, pledges, tributes, and tax receipts for BC Fundraising
- Maintain accurate donor records in Salesforce
- Provide administrative support to Community Run, School Run, Philanthropy, and Finance teams



- Oversee office systems and equipment; liaise with building management and vendors
- Track inventory of merchandise, promotional items, and tech equipment

### **Logistics Support**

- Serve as the primary contact for customer support and order fulfillment issues
- Coordinate shipment resolutions with the Distribution Centre
- Monitor tracking information and communicate delays proactively
- Support inventory management and generate inventory reports
- Assist with manual order uploads and product tracking
- Maintain documentation and best practices for logistics operations
- Act as liaison between TFF staff and the Distribution Centre

### **Finance Support**

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

### **Qualifications**

- 2-5 years' experience in administration, customer service, or a fast-paced office environment; or a diploma in Office Administration
- Proficiency in Excel (VLOOKUP, PivotTables), Office 365, and Salesforce (or similar CRM)
- Strong customer-service mindset and self-motivation
- Experience with office management and logistics coordination
- Excellent verbal and written communication skills
- High attention to detail with strong organizational skills
- Ability to manage multiple deadlines and competing priorities
- Proactive problem solver with strong initiative

### **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.