

Office Coordinator

Location: Toronto, Ontario (20 Queen Street West) – Hybrid

Job Type: Full-time

\$45,000 annually

THE ORGANIZATION

Childhood Cancer Canada (CCC), established in 1987, is Canada's leading foundation dedicated to providing support and programming for families affected by childhood cancer and is the primary charitable funding partner of clinical trials and childhood cancer research for C17, comprised of Canada's leading pediatric oncologists and hematologists. More than 10,000 children in Canada are in treatment for cancer right now and about one in five will not survive beyond five years. Cancer is the number one cause of death by disease of children in Canada. CCC is focused on saving, enhancing, and extending the lives of kids with cancer.

ABOUT THE OPPORTUNITY

Reporting to the Executive Director, the Office Coordinator plays a key role in supporting Childhood Cancer Canada (CCC) in its mission to raise funds and awareness for children with cancer across Canada. This position involves providing essential administrative and fundraising support to ensure smooth operations and program delivery.

The ideal candidate will leverage strong administrative, organizational, and computer skills to manage a variety of tasks related to office operations, data management, and fundraising activities. The Office Coordinator will be responsible for handling communications, coordinating meetings, managing donor records, and supporting finance functions to help achieve CCC's goals.

RESPONSIBILITIES

Administrative & Program Support:

- Oversee all office administrative functions, including managing the main phone line, general email inbox, office inventory, and liaising with building management.
- Handle finance-related tasks such as bank deposits, invoice processing, credit card reconciliation, and managing AGCO and licensing requirements.
- Support gift administration by ensuring donations are accurately coded and that tax receipts and acknowledgment letters are sent in a timely manner.
- Assist the National Program Manager and Executive Director on special projects that contribute to meeting annual goals.
- Identify opportunities to promote CCC's programs and ensure timely responses to inquiries and applications.
- Vendor management for office equipment, supplies, and services.
- Manage incoming and outgoing mail/parcels.
- Work with our Accounting team to ensure all accounts payable are processed in a timely manner.
- Acts as back-up support for the National Program Manager.

Fundraising & Development Support:

- Support the events department by managing fundraising platforms, troubleshooting, preparing invoices and sourcing auction and pricing support where needed.
- Respond promptly to donor inquiries and provide exceptional customer service.
- Support volunteer management by recruiting, training, and coordinating volunteers for events and office tasks.
- Cultivate and strengthen relationships with community service clubs to expand CCC's reach.
- Support annual giving donor strategies to enhance donor loyalty and retention.
- Prepare donor correspondence, proposals, meeting briefs, and call notes.
- Utilize fundraising platforms to maximize donations and respond to donor inquiries efficiently.
- Maintain accurate and up-to-date donor records in Raiser's Edge (CRM database).
- Steward relationships with donors and vendors to foster loyalty and explore new fundraising opportunities.

Qualifications

- Experience in a non-profit setting with a demonstrated understanding of the charitable sector, preferably in relationship building and administration.
- Post-secondary education in a relevant field.
- Exceptional interpersonal, oral, and written communication skills to engage effectively with internal and external stakeholders.
- High attention to detail with excellent organizational, planning, and time management abilities.
- Ability to maintain confidentiality, demonstrate discretion, and handle sensitive information with integrity.
- Proven ability to prioritize tasks, manage competing demands, and meet deadlines with minimal supervision.
- Strong problem-solving, analytical, and decision-making skills.
- Highly organized, proactive, and able to anticipate needs and deliver support promptly.
- Excellent customer service skills with experience in cultivating and maintaining relationships with various stakeholders.
- A collaborative team player with a self-starter attitude.
- Flexibility to work occasional evenings and weekends as needed.
- Proficiency in Microsoft Office Suite and internet tools. Familiarity with QuickBooks and Raiser's Edge NXT is required.

HOW TO APPLY

Interested applicants should forward their resume and cover letter explaining why you believe you are the best candidate. **Please submit your updated resume and a covering letter that expresses your interest and alignment with the role to: Jennifer Hooper, National Programs Manager to jennifer@childhoodcancer.ca and indicate Office Coordinator in subject line by January 29, 2024.**

Childhood Cancer Canada is an equal-opportunity employer and encourages all qualified individuals to apply. If you are the successful candidate and require accommodation, CCC will work with you to meet your needs.

Childhood Cancer Canada

P.O. Box 17, 20 Queen Street W., Toronto ON M5H 3R3

www.childhoodcancer.ca

Charitable No. 8282 52346 RR0001



**Childhood
Cancer Canada**

The successful candidate will need to undergo a successful Vulnerable Sector Screening Police check.