

## OFFICE COORDINATOR

### Kids Cancer Care

The Kids Cancer Care Foundation of Alberta is passionately dedicated to helping young people affected by cancer and their families survive and thrive in body, mind and spirit. With a vision of providing *a cure for every child and care for every family*, Kids Cancer Care strives to end childhood cancer, while easing the pain and suffering of the disease through three essential program areas: 1. Camp and Outreach; 2. Research and Hospital; and 3. Education Support and Scholarship programs.

At Kids Cancer Care, we consider it an honour and privilege to do the work we do. We get to help deserving children and families and we get to see our community at its finest — volunteering, donating, hosting fundraisers and helping others. We love our work, and we love the children and families we serve. We take our jobs seriously, but we don't take ourselves too seriously. We pride ourselves on having a fun, vibrant, and sometimes quirky team that works, laughs, cries, eats, plays, and celebrates together.

We value different perspectives and innovative thinking. We like to surround ourselves with creative, kind and passionate people and we encourage all qualified persons of any ability, gender, ethnic background or origin to apply. We believe in the power of diversity and are dedicated to creating a diverse, equitable and inclusive environment. We ensure equal opportunity for all qualified applicants and encourage people of visible minorities to apply. For more information on Kids Cancer Care and our work, please visit us at [kidscancercare.ab.ca](http://kidscancercare.ab.ca).

### Career Opportunity

Kids Cancer Care is looking for an Office Coordinator to ensure the smooth running of all aspects of the Calgary office, supporting several parts of the foundation including reception and helping with day-to-day IT issues. This is a permanent .8 FTE position reporting to the Information Systems and Database Manager. This position is in the office only as the key aspect of the role is to welcome visitors and ensure the smooth operations of the office. Hours are 8:30 am to 3:00 pm, with an unpaid 30-minute lunch. Kids Cancer Care offers a competitive salary and benefits package.

### Position Overview

The Office Coordinator ensures the smooth running of all aspects of the Calgary office, supporting several parts of the foundation including reception and helping with the day-to-day IT issues. This position is suitable for a self-starting individual with excellent tech skills and strong organizational skills. With a commitment to great customer service, the suitable candidate will be a strong communicator who enjoys working independently and making the office a great place to be.

### Key Areas of Responsibility

- Provide reception coverage including greeting and responding to inquiries from families, donors, visitors and delivery personnel (in person, by phone and by email);
- Oversee protocols for visitors and staff;
- Coordinate with landlord and contractors to ensure building maintenance and repairs are completed in a timely manner;
- Manage and organize office processes including staff directories, incoming and outgoing mail, deliveries, office stationery and supplies, contract cleaners and supplies;
- Oversee proper functioning and contracts for office equipment (copiers, fax and postage machines);
- Monitor, respond and redirect main phone line and main emails;
- Ensure the appearance and functioning of the reception area and overall office;
- Produce documents for deposit control and bank deposits;
- Update the donor database for 'unsubscribe' requests;
- Record and distribute meeting minutes;
- Assist with hospitality and other projects from time to time;
- Oversee 3CX phone system, providing support to staff on using the phone system;
- Assist with IT support (setting up systems, daily troubleshooting and issues);
- Create educational documents for IT and office systems; and
- Collaborate with IT services provider and ensure IT issues are resolved fully and promptly.

### Education and Certifications

- Post-secondary education in a related field with prior experience in office administration;
- Education or prior experience in IT is an asset;
- Microsoft certifications are an asset;
- Strong computer troubleshooting skills, including in depth knowledge of Microsoft Windows, Microsoft Office, and SharePoint;
- Prior experience in the charitable sector is an asset;
- Prior experience with Raiser's Edge NXT is an asset
- Knowledge of compliance requirements for the charitable sector including CASL, CRA Charitable regulations, and privacy regulations;
- Rigorous attention to detail and ability to research and follow up on outstanding questions;
- Able to manage multiple priorities and deadlines while maintaining accuracy and attention to detail;
- Demonstrates a high degree of initiative, sound judgment and resourcefulness;
- Exceptional verbal and written communication skills, with a customer service focus;
- Ability to work in both a team environment and independently;
- Self-motivated and results-orientated;
- Valid Driver's License; and
- Police check including vulnerable sectors check required.

### Industry Knowledge

- Knowledge of compliance requirements for the charitable sector including CASL, CRA Charity regulations, and privacy regulations.

### Other Requirements

- Valid Driver's License; and
- Police check including vulnerable sectors check required.

### Closing Date

The closing date is Sunday, June 23, 2024 at 11:59 pm.

### Applications

Please send a cover letter and resume with **Office Coordinator** in the email subject line to:

Tara Brown  
Information Systems and Database Manager  
hr@kidscancercare.ab.ca

Kids Cancer Care Foundation of Alberta  
5757 4th Street SE  
Calgary, Alberta  
T2H 1K8

*Note: We prefer to receive applications by email. We are grateful to everyone who applies, but only candidates selected for an interview will be notified.*