

Position Summary:

The United Way Peterborough & District (UWP) operates as an open, dynamic, high functioning team that values resourcefulness, creativity, and integrity. United Way is an essential part of our community's social fabric. We are part of the social contract that creates equality of opportunity and works to empower and mobilize our neighbours, organized labour and corporate partners to contribute their time, resources and influence to build strong, inclusive communities.

Reporting to the Chief Executive Officer, the Office & Administrative Coordinator provides day-to-day coordination of office administration, reception and general inquiries, donation intake, records management, mail and correspondence, and administrative support across the organization. The Coordinator helps ensure that routine administrative processes are organized, responsive, well-documented, and consistently delivered. As a central point of administrative support, the position works across organizational functions to support donors, staff, volunteers, community partners, fundraising activities, meetings, events, and the effective operation of the UWP office.

Key Duties and Responsibilities:**Office Administration & Reception**

- Coordinate routine day-to-day office administration and support the effective operation of the UWP office.
- Serve as a primary point of contact for general organizational inquiries received by telephone, email, mail, or in person.
- Respond to routine inquiries directly and appropriately direct inquiries requiring specialized, financial, program, fundraising, or executive follow-up.
- Provide welcoming, professional, and service-oriented assistance to donors, volunteers, community partners, visitors, and members of the public.
- Prepare, scan, photocopy, organize, distribute, and file documents and administrative materials.
- Coordinate incoming and outgoing mail, courier services, deliveries, and other routine distribution requirements.
- Maintain routine office inventories and identify requirements for supplies, equipment, stationery, and other administrative materials.
- Support the coordination of shared office spaces, meeting rooms, equipment, and other administrative resources.
- Identify opportunities to improve the organization, consistency, responsiveness, and efficiency of routine administrative processes.

Donation Intake & Donor Administration

- Receive and process in-person donations through the organization's point-of-sale (POS) system in accordance with established procedures.
- Receive cheques, cash, and other forms of donation or payment and ensure that appropriate supporting information and documentation are collected.
- Maintain secure custody of donations and payments received and coordinate their timely transfer to the appropriate finance employee for processing and reconciliation.
- Prepare routine donor acknowledgements, correspondence, mailing materials, and administrative documentation.
- Respond to routine donor inquiries and appropriately refer questions relating to tax receipting, pledge adjustments, financial transactions, donor records, or other specialized matters.
- Support the organization and maintenance of documentation associated with donations, donor correspondence, and administrative records.
- Assist with the preparation and organization of materials required for donor stewardship and fundraising activities.

Mailings, Direct Mail & Fundraising Administration

- Provide administrative and logistical support for direct-mail campaigns, donor communications, fundraising initiatives, and other campaign activities.
- Prepare, organize, assemble, and coordinate mailing materials and outgoing donor communications.
- Support the maintenance and preparation of mailing lists, labels, envelopes, inserts, and related administrative materials as directed.
- Coordinate routine mailing requirements with Canada Post, couriers, printers, suppliers, and other service providers as required.
- Maintain appropriate records of mailings, materials, and administrative activities.
- Provide administrative support to fundraising staff during periods of increased campaign and donor activity.

Records & Document Management

- Maintain organized electronic and physical administrative records in accordance with established organizational practices.
- Coordinate routine scanning, filing, document organization, archiving, and records-retention activities.
- Support the organization and maintenance of shared electronic folders, administrative files, forms, templates, and routine organizational documentation.

- Ensure confidential or sensitive records received through the position are appropriately handled, stored, and transferred.
- Assist staff in locating routine administrative records and documentation.
- Identify incomplete, inconsistent, or missing administrative documentation and coordinate appropriate follow-up.

Meeting, Event & Organizational Support

- Provide administrative and logistical support for organizational meetings, events, fundraising activities, community initiatives, and other operational requirements.
- Coordinate routine meeting scheduling, room preparation, materials, document distribution, refreshments, technology requirements, and other logistical arrangements.
- Prepare and organize meeting packages, correspondence, forms, signage, name tags, and other administrative materials as required.
- Support event registration, guest reception, materials distribution, and other administrative activities.
- Provide administrative support for Board, committee, staff, donor, volunteer, and community meetings as assigned.
- Coordinate routine follow-up activities and distribution of materials arising from meetings and events.

Administrative Coordination & External Service Support

- Coordinate routine administrative requirements with organizational vendors, service providers, community partners, donors, volunteers, and other external contacts.
- Maintain administrative information relating to routine vendors, deliveries, office services, and recurring administrative requirements.
- Follow up on routine administrative requests, outstanding documentation, deliveries, and service requirements.
- Refer purchasing decisions, contractual matters, financial commitments, service concerns, and matters outside delegated authority to the appropriate organizational lead.
- Work collaboratively across departments to ensure administrative needs and operational requirements are appropriately coordinated.

Education & Experience:

- Post-secondary education in office administration, business administration, nonprofit administration, or a related discipline, or an equivalent combination of education and relevant experience.
- Previous experience in office administration, reception, customer service, administrative coordination, or a related function.
- Experience working in a nonprofit, charitable, fundraising, community-service, or similarly relationship-oriented environment is considered an asset.
- Experience handling payments, donations, cash, cheques, or point-of-sale transactions is considered an asset.
- Experience supporting meetings, events, mailings, records management, or fundraising activities is considered an asset.

Knowledge, Skills & Abilities

- Strong organizational and administrative skills, with demonstrated attention to accuracy, detail, documentation, and follow-through.
- Strong interpersonal and customer-service skills, with the ability to interact professionally and respectfully with donors, volunteers, community partners, staff, and members of the public.
- Strong written and verbal communication skills and the ability to respond appropriately to routine inquiries.
- Demonstrated ability to manage multiple administrative priorities and respond effectively to changing day-to-day requirements.
- Proficiency with Microsoft Office applications, including Outlook, Word, and Excel.
- Comfort working with point-of-sale systems, databases, electronic records, and other routine office technology.
- Ability to appropriately handle cash, cheques, donations, confidential records, and sensitive information.
- Demonstrated discretion and sound judgment, including an understanding of when matters should be referred or escalated.
- Ability to work independently within established procedures while collaborating effectively across departments.
- Strong commitment to accuracy, responsiveness, confidentiality, accessibility, and service.
- Commitment to UWP's mission of building a strong, inclusive community.

Working Conditions/Physical Environment:

Work performed in an office environment based in downtown Peterborough. Non-traditional hours are sometimes required due to deadlines or event/meeting schedules.

Benefits:

Extended Healthcare Benefits/Matched RRSP contribution/Paid holidays, vacation days and sick days/Office is closed between Christmas and New Years/Half-day Fridays in July and August

Position type & Salary Range:

The current posting is for a 1.0 FTE, starting at \$55,000.00, with a salary range up to \$60,000.00.

Vacancy Status:

This posting is for an active Job Vacancy

Diversity & Inclusion:

United Way Peterborough & District is committed to creating an inclusive, equitable, and accessible workplace that reflects the diversity of the communities we serve. We welcome applications from all qualified candidates and particularly encourage applications from Indigenous, Black and racialized people, persons with disabilities, women, members of the 2SLGBTQIA+ community, and individuals with diverse lived experiences and identities.

Accommodations are available upon request throughout all stages of the recruitment and selection process. If you require an accommodation or this job posting in an alternative format, don't hesitate to contact recruitment@uwpeterborough.ca.

How to apply:

Please send your cover letter and resume to recruitment@uwpeterborough.ca. We will review applications on a rolling basis, and the posting may close once we identify a suitable candidate. Due to the volume of applications, we will contact only candidates selected to move forward in the interview process.