



JOB TITLE: PMC Office Administrator (OA)

REPORTS TO: Chief Financial Officer (CFO) – Michele Sommer

Full time, in person

SUMMARY:

The PMC is the largest peer-to-peer athletic fundraising event in the country and passes through 100% of all riders' fundraising to Dana-Farber Cancer Institute (DFCI). Since its 1980 inception, the PMC has contributed \$831million to lifesaving cancer research and treatment at DFCI.

The PMC is a model of efficiency for all non-profit events. The professional team is made up of 11 full-time and one part-time staff, 6 summer interns and is supported by a 15-person Volunteer Head Staff; a 12-person Board of Directors; 6,800 cyclists; 4,000 volunteers; 47 communities; 200 companies, which donate \$5 million worth of merchandise and services; and more than 400,000 donors who support PMC cyclists.

The PMC Office Administrator is the first point of contact of the organization. The OA supports PMC fundraisers, donors, volunteers, and sponsors. They are instrumental in the PMC's success and advancing the PMC's mission of bringing us "Closer by the Mile" to a world without cancer.

RESPONSIBILITIES:

- Answer phone calls, voicemails and emails from riders, volunteers, donors, and sponsors. Route emails to appropriate staff members as needed. Respond directly when possible.
 - Fulfill requests for gift acknowledgement letters
 - Respond to general donation emails over \$25 with "General Donation" signature. Move funds to appropriate rider's accounts as requested.
 - Respond to riders who accidentally responded to PMC instead of donors with "Donor did not Receive Email" signature.
 - Handle Unsubscribe requests.
 - Providing receipts for donors when they need a tax receipt for their donation
- Greet visitors
- Direct Mailings – assist with weekly donor/tax acknowledgements, tribute letters (IMO/IHO), and other mailings as needed
- Ensure that office equipment (printers, mail machines) are in good operating condition. Call for services as needed.
- Order office supplies as needed – envelopes, toner, and other printer supplies
- Order meals for staff meetings and volunteer crews
- Assist with fulfilling merchandise orders and taking inventory as needed
- Assist with PMC weekend administrative and logistical tasks: such as registration, community communications, and lodging arrangements
- Assist with special events and programs such as: Pedal Partner Program, Winter Cycle, Unpaved, Kids Rides and stewardship events

QUALIFICATIONS:

- Mission driven
- Customer Service Experience





- Computer skills required: (Microsoft Office Suite)

COMPETENCIES:

- Appreciation of PMC mission essential.
- Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent.
- Customer Service - Responds promptly to customer needs; Responds to requests for service and assistance; Meets commitments.
- Initiative - Volunteers readily; Seeks increased responsibilities; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Participates in meetings.
- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions.
- Teamwork - Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Puts success of team above own interests.
- Written Communication - Writes clearly and informatively

This is a full-time position based at the Pan-Mass Challenge office in Needham, Massachusetts. The Pan-Mass Challenge requires proof of COVID-19 vaccination as a condition of employment, subject to applicable legal requirements.

The Pan-Mass Challenge is an equal opportunity employer and affirms the right of every qualified applicant to receive consideration for employment without regard to race, color, religion, sex, gender identity or expression, national origin, sexual orientation, genetic information, disability, age, ancestry, military service, protected veteran status, or other groups as protected by law.

