

## Our purpose

To reduce the rate and impact of cancer through best practice prevention, research and support.

## Position description and person specification

<b>Position title:</b>	Customer Experience Officer		
<b>Unit:</b>	Digital		
<b>Department:</b>	Customer Experience		
<b>Location:</b>	202 Greenhill Road, Eastwood		
<b>Manager:</b>	CRM Administrator		
<b>Employment:</b>	Full time		
<b>Last updated:</b>	January 2026	<b>By whom:</b>	CRM Administrator

### Cancer Council SA

- has worked resolutely since 1928 to deliver cancer research, prevention, and support services
- is the state's leading independent, cancer-related, non-government organisation, dedicated to reducing the impact of cancer for all South Australians
- invests in three main strategic objectives: research, prevention and support
- is uniquely positioned as a resource for action and a voice for change towards a cancer free future
- is committed to The National Principles of Volunteer Involvement and Management
- maintains a non-smoking workplace and provides assistance with quitting
- requires employees and volunteers to promote cancer-preventing healthy lifestyle practices and behaviours, as outlined in organisational policies

Our core values are represented by three value statements:

 <b>Care</b> We are driven to make a difference for all—those we serve, our teammates, our partners and ourselves.	 <b>Integrity</b> We strive to do the right thing always, act truthfully and honourably, be our authentic selves, be inclusive and embrace diversity.	 <b>Excellence</b> We work as one team and constantly push ourselves to be the best we can. We arrive every day inspired to make an impact through our talents, passion and commitment.
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## **Unit role and objectives**

### **Digital**

Our purpose is to harness digital technology as a strategic enabler for Cancer Council SA, transforming how we engage with clients, donors and partners to maximise impact and reach.

We streamline processes, automate routine tasks and equip our people with easy-to-use tools and data-driven insights, boosting efficiency while fostering a positive, collaborative culture.

Through disciplined governance, security and proactive risk management, we safeguard information and build the organisational resilience needed to deliver on our strategic vision.

## **Position overview**

Provide customer service and administrative support to facilitate the accurate processing and recognition of donor support for Cancer Council SA within established timeframes. Support the finance team with receipting and reconciliation tasks, assist the digital team in maintaining data integrity and quality within supporter systems, and contribute to outbound customer relationship development activities in collaboration with the fundraising team on an ad hoc basis.

## **Reporting relationships**

**This position reports to:**

CRM Administrator

**Number of staff reporting to position:**

Nil

## **Key accountabilities (outcome based)**

- Process donations, appeal responses, and event registrations, including handling of returned mail, in line with the organisation's requirements.
- Provide frontline support for donor and event enquiries via phone and email and assist with triaging or redirecting prevention and advocacy queries where relevant.
- Generate supporter receipts and associated donor acknowledgement materials and assist with fulfilment of registration and campaign packs.
- Maintain accurate supporter data by performing regular updates, deduplication, and quality assurance within the CRM and other donor management systems.
- Record, track, delegate and close feedback received via email, phone or other sources.
- Monitor and action enquiries from shared mailboxes in a timely and professional manner, escalating or redirecting where appropriate.
- Coordinate the fulfilment and returns process for merchandise related to fundraising events and campaigns.
- Support outbound communication efforts by contacting donors or event participants for stewardship, feedback collection or re-engagement, as required by the fundraising team.
- Contribute to documentation and maintenance of team standard operating procedures (SOPs).

## **Protect your own health and safety and that of others by:**

- complying with and actively contribute to the development of organisational policy and safety systems
- following reasonable instructions and training and complying with organisational policy and safety systems

- identifying and reporting workplace hazards and incidents to their supervisor
- complying with Cancer Council SA's OHS&W policies and procedures
- providing a safe working environment for all staff (paid and voluntary), contractors and invitees
- ensuring that your staff (paid and voluntary), contractors and invitees comply with policies and procedures as updated from time to time

### **Special conditions**

- the successful applicant must be a non-smoker
- intra/inter-state travel, out of hours and weekend work may be required
- appointment will be subject to a satisfactory police check and may require a further Department of Human Services clearance

### **Person specification (knowledge, skills and experience)**

- general office administration experience
- experience in a Customer Service environment (either in a front or back-office setting)
- accurate data entry skills and attention to detail
- working knowledge of MS Outlook, Word and Excel
- experience in database administration
- experience with online fundraising tools and payment gateways is desired
- interpersonal and communication skills to:
  - develop rapport and deal effectively with a diverse range of internal and external stakeholders and supporters
  - display empathy when dealing with distressed or emotional customers
  - always provide consistent and exceptional customer service focus
- organisational skills and an ability to prioritise competing deadlines and workload
- flexibility and enthusiasm to work cohesively within a high performing, energetic team and to resolve customer issues

### **Personal characteristics**

- integrity and commitment to ethical behaviour
- receptive to advice and be able to respond to direction