

OVARIAN CANCER AUSTRALIA (OCA)

POSITION DESCRIPTION

Donor Services & Office Coordinator

Position Purpose

The purpose of this role is to ensure seamless donor care and efficient business operations at OCA through accurate donation processing, effective donor database and merchandise management, and professional administrative support.

This position plays a key role in maintaining strong supporter relationships, managing merchandise and fundraising activities, and providing first-point-of-contact service for enquiries. By delivering timely, accurate, and compassionate support across donations, CRM, office administration, and customer service, the role enables OCA to operate effectively and uphold its commitment to donors and the community.

The Position

Location: Queen Victoria Women's Centre, Level 1, 210 Lonsdale Street, Melbourne (minimum of three days per week on site)

Reports to: Chief, Philanthropy and Engagement

Direct Reports: None

Duration: 2 year fixed term contract

Position Type: 0.8 FTE

Our Organisation

Ovarian Cancer Australia (OCA) is the national leader in advocacy providing vital support services for the 1,800 women diagnosed with ovarian cancer and their families each year. The OCA team is comprised of an expert and passionate team of nurses, psychologists, counsellors, advocates and an engagement and philanthropy team, all supported by business services professionals. Together, we deliver free and holistic, expert, evidence-based, specialist support services to women across Australia, and advocate for increased research funding, health systems reform and timely access to better treatment options for women living with ovarian cancer.

Our values:

We listen: We are inclusive: We are courageous: We act with integrity.

Our Culture:

We foster a strong sense of purpose and community by welcoming and supporting staff committed to achieving our vision. We value the diversity of our inclusive workplace and ensure we are a

place where everyone feels respected and accepted. Ideas, feedback and contributions are encouraged, and we maintain a culture of trust, openness and optimism in all that we do.

For more information about Ovarian Cancer Australia please visit www.ovariancancer.net.au.

Our Strategy:

After extensive consultation, OCA has developed a bold new strategic plan to expand our vital support and advocacy to include all women affected by gynaecological cancers. Our deep commitment to the ovarian cancer community remains unwavering. This expansion responds to an urgent, unmet need and aligns closely with national health priorities. We are building a talented, passionate team to help bring this vision to life.

Vision – A future free from ovarian and all gynaecological cancers. Free from the risk, free from the impact and free from the fear.

Purpose – We stand for, and walk with, women and all impacted by ovarian and gynaecological cancers. We will ensure no one walks alone.

Strategic priorities

1. We deliver specialised support
2. We elevate the voice of lived experience
3. We drive collaboration
4. We shine a light on ovarian and all gynaecological cancers

Position Impact

This role is critical to OCA achieving its strategic priorities by ensuring every donation is processed accurately and acknowledged promptly, donor data is maintained to the highest standard, and supporters experience exceptional service. Through efficient management of merchandise, fundraising assistance, and office operations, the position strengthens organisational capacity and supports the entire OCA team. By fostering professionalism and responsiveness in all interactions, the role contributes to OCA's reputation for excellence and helps sustain the resources needed to deliver vital programs for women and families affected by ovarian and gynaecological cancers.

Position Responsibilities

Donations & Database Management

- Manage end-to-end donation processing, including receipting, acknowledgment, and resolution of queries.
- Accurately enter and maintain donor details, payments, campaigns, and appeals in Salesforce, ensuring data integrity and timely updates.
- Process mail and phone donations and securely handle "Return to Sender" mail.

- Be responsible for the banking processes including daily reconciliation, accurate allocation of donations, including the depositing of any cash and cheque donations.

Merchandise Support

- Oversee merchandise operations including advertising, order fulfillment, and website updates.
- Manage relationship with support team, suppliers and partners.
- Collaborate with partnership team to ensure merchandise orders fulfilled accurately for Ovarian Cancer Awareness Month (OCAM).
- Develop systems and processes for merchandise to ensure efficiency and positive customer experiences.

Fundraising Assistance

- Assist with setting up and administering online fundraising activities and campaigns.
- Support the Fundraising team with online campaigns and activities.

Customer Service & Office Administration

- Act as the first point of contact for incoming calls, emails, visitors, and deliveries, providing professional and compassionate responses.
- Be responsible for general office tasks including mail collection, couriers and maintaining office supplies.
- Assist with the administration of staff onboarding and exits including maintaining the key register.
- Liaise with Salesforce & IT Coordinator to ensure incoming calls are routed appropriately during staff absences.

General

- Actively contribute to OCA's culture of collaboration, shared accountability, and strategic alignment.
- Participate in cross-organisational initiatives.
- Actively promote and adhere to OCA's financial and people related policies and procedures, contributing to consistent decision-making and leadership practices.
- Perform all other duties as required.

Experience, Skills & Qualifications

- Professional with the ability to be agile.
- Strong, interpersonal and communication skills (verbal and written), including a positive, courteous and compassionate phone manner.
- High attention to detail and accuracy.
- Proficient in Microsoft office suite: Word, Outlook, PowerPoint and SharePoint with intermediate Excel skills.
- Prior experience with a CRM (preferably Salesforce).
- A team player with the ability to take initiative, a can-do-attitude and critical problem-solving skills.
- Strong organisational and administrative skills with the ability to prioritise and multitask.
- Process improvement experience desirable.
- Ability to build productive working relationships with a range of stakeholders.
- Must be able to work from the office.

Attributes

- Commitment to the mission and values of Ovarian Cancer Australia
- Positive, collaborative and 'can do' approach.
- Inclusive and supportive.
- Prepared to celebrate the wins and embrace a culture of continuous improvement through feedback.
- Resilient and actively conscious of self-care given the nature of OCA's purpose and the potential interactions with those affected by ovarian cancer.

Essential

- Evidence of eligibility to reside permanently and work without restriction in Australia.
- National Police Clearance Certificate.

Key Selection Criteria

- Excellent communication (verbal and written) and interpersonal skills with demonstrated ability to manage enquiries and build positive relationships with donors, suppliers, and internal teams.
- Demonstrates courtesy, professionalism, and compassion in all interactions, including donor care and reception duties.
- Proven ability to exercise sound judgment and maintain confidentiality when handling donations, banking, and sensitive information.
- High attention to detail and accuracy in donation processing, data entry, and record management.
- Strong administration and organisational skills, including the ability to prioritise tasks and manage competing deadlines effectively.
- Service-focused and self-motivated with the ability to work calmly under pressure and take initiative in a fast-paced environment.
- Demonstrated problem-solving capability to identify issues and implement effective solutions.
- Strong team skills, flexibility, and willingness to step outside of role scope to support organisational needs.
- Proficient in Microsoft Office Suite (Word, Outlook, PowerPoint, SharePoint) with intermediate Excel skills and demonstrated experience working with a CRM (preferably Salesforce).
- Able and willing to work on site for the expected allocation of days.