



About Canteen

We get it. Just when life should be full of possibilities, cancer crashes into a young person's world and shatters everything.

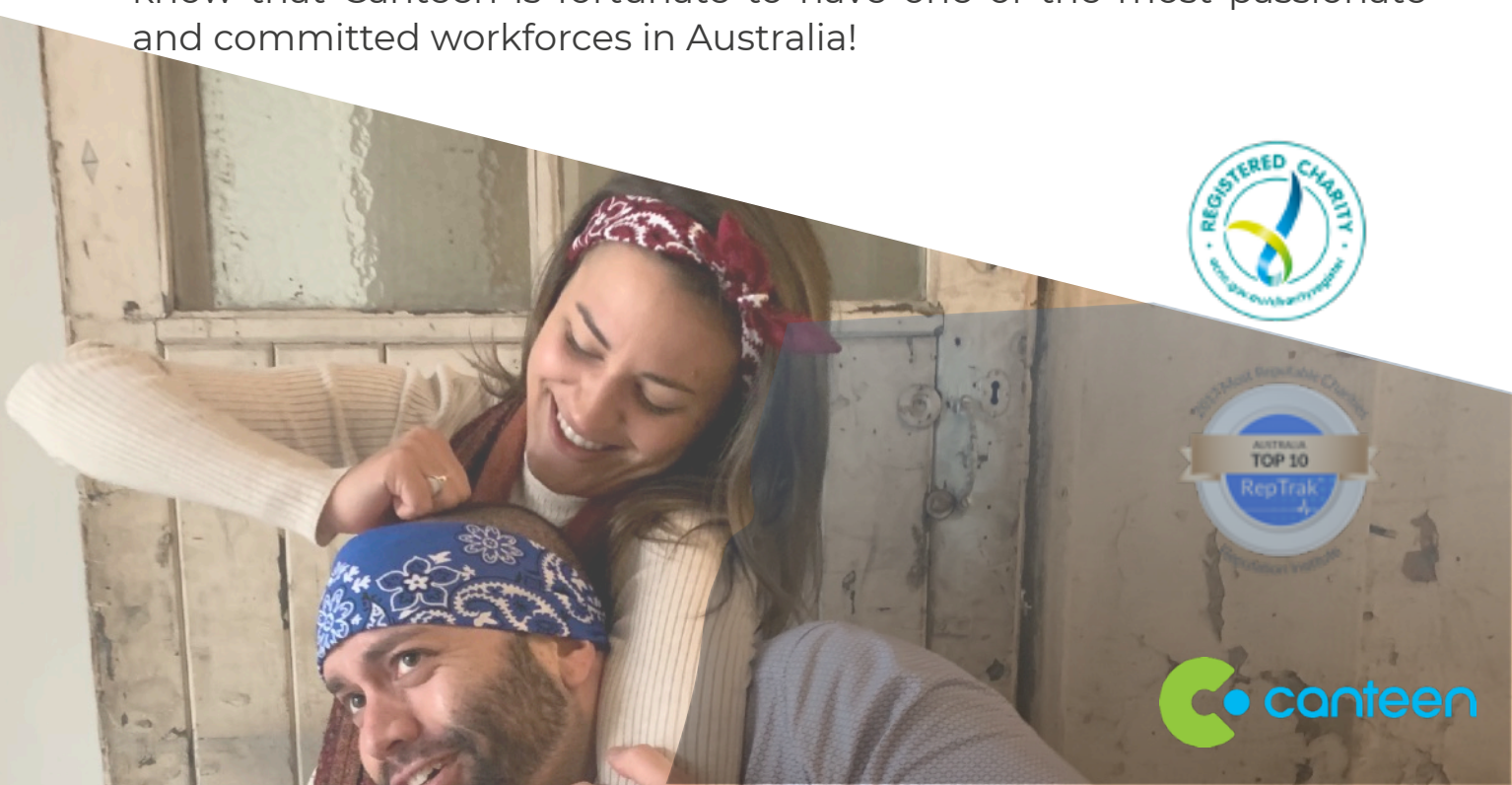
We help young people cope with cancer in their family. Through Canteen, they learn to explore and deal with their feelings about cancer, connect with other young people in the same boat and if they've been diagnosed themselves, we provide specialist, youth-specific treatment teams.

No matter which role you are in, volunteering with Canteen is a chance to support young people rebuilding the foundations that crumbled beneath them when cancer turned their world upside down.

Canteen is one of the most highly regarded not for profits in Australia (4th in fact) with one of the most recognisable brands across the country (who doesn't know about the bandanna!).

Volunteering with Canteen is an inspiring, rewarding and purposeful experience that really enables you to be at your best. Canteen has a passion for all things people and are continually working on ways to make our organisation an even better place to work. We have a culture we are proud of and want to find more people who share our commitment, enthusiasm and passion!

Through our regular staff and volunteer engagement surveys, we know that Canteen is fortunate to have one of the most passionate and committed workforces in Australia!



Job Details



Job Title

Online Shop Assistant



Location

Newtown Sydney



Job Type

Volunteer



Reports to

Online Shop Coordinator



Direct Reports

None



Closing Info

31/12/2022

Benefits of Volunteering with Canteen

Volunteers are an essential part of all our service delivery and success - we could not do it without you!

Canteen not only offers volunteers the opportunity to make a difference in the lives of Young People Living with Cancer but provides you many other benefits such as:

- Developing new skills to help progress your professional career
- Receiving training and professional development
- Being part of a positive, ambitious and high performing team
- Developing a professional network
- Having the opportunity to provide feedback regarding your experience
- Fun and enjoyment
- Sense of purpose and 'giving back'

Role Specifics

Job Purpose

As a way of raising funds to support young people living with cancer, Canteen hosts a fast-pace and growing online store, selling bandannas and other Canteen merchandise. The Online Shop team are looking for a team of motivated people to help with order processing and customer service tasks centring around our online shop.

Duties and Responsibilities

Tasks typically include, but are not limited to:

- Processing online orders
- Picking and packing goods for distribution
- Managing stock and collateral levels, including periodic stocktakes
- Contacting supporters by phone or email
- Opening and sorting mail
- Data entry
- General administrative tasks

This role will appeal to someone who wants to gain customer service experience in a growing e-Commerce environment and who wants to take ownership of the day to day operation of our online shop.

About you

- **You can commit to at least one shift (5-6 hours) per week for a minimum of 3 months**
 - To meet our customer needs and ensure their continued support of the valuable work Canteen does, we strive to provide the best possible customer experience and reliable and consistent staff are essential.
- You have great attention to detail and enjoy working independently
- Are warm and approachable, friendly and professional
- You have the ability to listen actively and communicate confidently
- Are a highly motivated team player with a high level of integrity and honesty

Hours of Work

There will be several shifts per day, usually from 9.30am to 5pm with plenty of breaks. We do ask that all volunteers commit to at least one shift per week in order for us to provide reliable and consistent customer service.

Pre-Engagement Checks

As Canteen's work involves staff being in direct contact with children and young people, all staff, whether paid or unpaid are required to complete police and working with children checks, relevant to the state in which they will be engaged. Canteen also requires all staff, paid or unpaid to be fully vaccinated for COVID-19.

Canteen may conduct at least two reference checks on successful applicants and may also require proof of any professional qualifications stated on an application.

General Information

All staff, whether paid or unpaid are required to adhere to Canteen's Human Resources Policies during the course of their engagement.

Canteen is an equal opportunity employer.