

**E-Commerce Fulfilment Assistant**

**Role**

* An active role involving picking and packing and some manual handling.
* To use E-Commerce system and related software to check orders for fulfilment, following relevant procedures.
* Collate orders using order pack notes and pack orders securely in parcels, seal and apply correct address labels.
* Communicate regularly with Retail Merchandiser and other staff in a professional manner, on all manners including stock levels.
* To endeavour to find a solution to all problems encountered by customers and actively seek their feedback in order to communicate such issues with the retail management team.
* Assist Stockroom Controller with the receipt of deliveries and the movement of stock between stockroom and retail locations.
* To undertake any other duties as may be reasonably required in order to maintain an effective e-commerce and retail operation.
* Maintaining high standards of health and safety at all times.

**Person Specification**

* A motivated team player, with a positive and flexible approach to work
* Ability to work under pressure whilst maintaining high standards of customer service
* Have good attention to detail
* Good IT skills
* Excellent communication skills
* Good problem solving skills, with the ability to find solutions to customer related queries
* Previous e-commerce, retail or customer service experience

**Details**

This role will run on a temporary basis for 3 months from October 2018. Shifts will vary between 8am and 6pm. All shifts are subject to availability.

**Rates of pay are subject to change**

£11.43 per hour (including Annual Leave)

**Method of Payment**

Payment is on a weekly basis and will be made by direct debit to your bank account.

**Work Allocations**

Working days will be allocated at the beginning of the engagement.

There may be opportunities to pick up additional hours, if available.

**Uniform**

Barbican t-shirts will be provided. You must provide your own smart black or brown shoes and dark socks.