

Position Description

Position: Online Fulfilment Manager
Status: Full Time
Reports To: Managing Director
Document Reviewed: January 2021

Job Summary

Reporting to the Managing Director, the Online Fulfilment Manager is responsible for the day-to-day operation of the Online Sales department, including administrative functions and department maintenance. The department is required to fulfill website customer orders, including the sourcing, selling, packing and dispatch of items to customers and associated customer service.

Duties and Responsibilities

The key duties and responsibilities of this role are listed below, always performed in a cooperative manner to ensure excellent customer service and safe working practices. The incumbent may be required, within their skills, qualifications and experience, to undertake other responsibilities or perform other duties or projects that the company may require in order to meet its operating needs.

- Provide positive leadership, direction, support, training and development to the Online Fulfilment team
- Manage all staff in the Online Fulfilment team including:
 - Rostering
 - Increasing productivity levels
 - Maintaining staff costs within budget or as determined by the Board
 - Compliance with all Readings policies and procedures
 - Compliance with all OH&S requirements
 - Address performance and conduct issues in a timely and respectful manner in line with Readings policies and procedures
- Provide instruction and training to staff who provide additional assistance to the department during busy times.
- Comply with all Readings policies and procedures.
- Completion of daily, weekly and monthly reports as required by head office.
- Monitor department annual budgets and liaise with Readings' Accountant and other accounting institutions and consultants in the effective financial management of the department.
- Deal with and resolve problems quickly and effectively, according to law, company policies and the standards of the Readings' Customer Service Charter.
- Establish and cultivate positive relationships with customers, suppliers and within the industry in order to enhance the profitability and reputation of Readings.
- Complete all necessary transactions, including accurate completion of all associated documentation, in accordance with store procedures and policies.
- Manage the receiving and dispatch of items within advised time frames.
- Develop metrics to measure productivity of the department

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- Liaise with suppliers, other Readings stores as required, in order to fulfill customer orders as efficiently as possible.
- Liaise with content management system service providers in relation to system maintenance, upgrades and enhancements in order to improve productivity and customer satisfaction
- Liaise with dispatch system service providers
- Manage supply of relevant packaging material and associated materials; source the most efficient and cost effective solutions
- Manage online inventory
- Manage any supplier invoices.
- Manage the content management and dispatch management systems.
- Ensure the department is clean, well presented and maintained.
- Assist the Online Fulfilment team with:
 - Picking and packing of orders for dispatch, identifying items that are not in perfect condition for sale.
 - Conducting item research, stock requests and ordering on a timely basis.
 - Preparing items for shipping, including wrapping (as required), and weighing items.
 - Packing items for shipping in appropriate packaging.
 - Loading of outgoing items.
 - Online customer service
 - Provide customers with information and assistance for general inquiries and special orders.
 - Follow up outstanding customer orders and inform customers as to the status of orders where appropriate.

Relationships

Report directly to the Managing Director. Internally, manage the department staff, relate with the product buyers, receiving staff and customer service staff in other stores in relation to fulfilling orders. Relate with Marketing, in relation to online promotions and customer service matters, and Accounts and Human Resources staff. Externally relate with customers and product and service suppliers.

Knowledge and attributes

The Online Fulfilment Manager requires solid experience in web fulfilment and logistics preferably in the book, music or DVD industry. Confident use of various types of software is essential.

Also required are the ability to organise one's own and the team's workload as efficiently as possible, particularly at time of high-volume sales, e.g. Christmas, and the versatility to adapt work practices to meet deadlines. High attention to detail and good problem-solving skills are a must with exceptional Customer Service standards being front of mind at all times.

Authority

The Online Fulfilment Manager has the authority, within Readings' guidelines, to:

- Deal with and resolve customer complaints; and
- Manage customer returns and exchange
- Manage requisitions for packaging, etc materials.
- Manage the performance of the Online Fulfilment team

Special Circumstances

Successful performance may require the incumbent to be available for weekend and evening shifts.

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Performance Indicators

Performance indicators will include both quantitative and qualitative measures as agreed by the Managing Director and the incumbent, for example:

- Positive feedback from peers.
- Ongoing professional and personal development through attendance at agreed industry events, seminars or professional courses.
- Meeting set time frames for fulfillment.
- Meeting set outputs

A performance review will be conducted prior to the end of the probation period and annually thereafter.