

**Role profile:** Seeking a self-motivated team player, with a 'can do' attitude to fulfil our customer orders. The role can be physically demanding (heavy lifting will be required) and requires excellent attention to detail.

**Job Title:** Order Fulfilment Admin Assistant

**Department:** Operations

**Reports to:** Order Fulfilment Manager

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**Overall purpose of the role:**

To prepare our products, by programming and testing, and dispatching to customers Monday to Friday 9am – 5.30pm using Royal Mail & DHL online systems.

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**Key Responsibilities:**

- Programming and testing of devices.
- Customer order / replacement fulfilments.
- Ensuring sales orders and stock match up as to the shipment.
- Topping up accessories / preparing of returns bags and ensuring these levels don't get low.
- Helping colleagues with deliveries of products when due in.
- Marking back in returns on a day-to-day basis.
- Assisting on Monthly Stock Takes.
- Admin & Ad hock duties.
- Assisting other departments if required

**Experience & qualifications:**

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- Good communication skills both verbal and written.
- Competent IT Skills to include all Microsoft packages i.e., word, excel, outlook, etc.
- Confidence to deal with customer enquiries by phone and/or email.
- A positive 'can-do' attitude.
- Team player.
- Good customer service ethics
- Good attention to details and well organised

Please also be aware of and follow the Peoplesafe policies and procedures, with particular attention to health and safety, equality and diversity and customer service excellence. To further your development and knowledge you will be expected to attend training as necessary.

Peoplesafe reserves the right to amend this role profile as necessary, after consultation with the post holder, to reflect changes in or to the job.

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