

Ecommerce Fulfilment Assistant



Role Description:

An Ecommerce Fulfilment Assistant (Pick & Pack) is a vital role in the picking, packing and dispatch of online orders and plays a key part in the success of our web sales Business. Care and attention to detail with a desire to deliver customer service excellence is of paramount importance.

Your Responsibilities:

Order Dispatch

- Picking customer orders from the warehouse, yard area and shop floor.
- Packaging of customer orders, utilising the most suited range of available packaging options
- Dispatching of customer orders through either an automatic or manual consigning program

Stock Control

- Accurately manage stock within the order dispatch location.
- Check goods delivered in and put away into storage or pick faces.
- Re-stock pick faces from stored stock

Teamworking

- Effective communication with colleagues.
- Feedback to the eCommerce team to help problem solve and improve our service

Personal Specification:

Requirement	
Experience:	
Prior experience of working within a retail store or pick and pack / order fulfilment facility	
Knowledge/Skills:	
Ability to work effectively within a team	
A good communicator with strong interpersonal Skills	
Understanding of IT and associated equipment	✓
Personal Attributes:	
A self-motivated approach to work	
Willingness to support colleagues	
Ability to work effectively under pressure in a fast-paced environment	

Behaviours for the role and in line with The Power of Mole:

- **Customers First** – we are always approachable, friendly, and considerate to the needs of our customers
- **Honest** – we have an open way of working and are always respectful of one another
- **Committed** – we exist to serve and protect British agriculture and are committed to those who share our way of life



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- **Knowledgeable** – we use our influential voice to create change and support our customers
- **Courageous** – we are passionate and creative people who feel confident to challenge others
- **Innovative** – we work collaboratively as a team to deliver solutions that make a difference

