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Job Title: E-Commerce & Wholesale Administrator
(1-year Maternity cover)

Reports to: E-Commerce Operations & Wholesale Manager

Main Purpose

As part of a small team, to administer two high performing e-commerce websites along with servicing major wholesale accounts for St Andrews Links and The Open Championship. Providing support to the E-Commerce Operations & Wholesale Manager to achieve departmental goals and increase profitable growth

Key Accountabilities

- Update and manage both shop websites.
- Pick, pack, and process all web and wholesale orders.
- Process refunds and exchanges in a timely manner.
- Provide a shipping service for St. Andrews Links and any related parties.
- Collaborate with buying teams and suppliers to ensure the implementation of e-commerce buying plans and for lead times to be met.
- Deal with all customer requests, complaints, and compliments in the first instance, communicating any issues to relevant departments as required.
- Maintain a good level of housekeeping and stock control at all times.
- Take responsibility and remain accountable for all tasks within remit, whilst adopting a professional manner at all times.
- Communicate with the accounts department, couriers and other stakeholders as required.
- Communicate effectively with the digital marketing and commercial departments to promote offers and further website development.
- Generate reports, statistics and bespoke information requests, whilst being able to process and communicate the results.
- Aspire to develop and expand the brand image whilst focussing on profitable growth and business goals.
- When required undertake general warehouse duties following the agreed procedure to assist Ops team.

- Fully adhere to organisation's policies on health and safety, data protection and professional standards.
- Ensure all external and internal customers receive a 5-star level of service.
- Conduct any other duties as required.

Knowledge and experience required

- Good basic education (Essential)
- Experience of working in a busy, target-driven environment (Essential)
- Experience of working to tight deadlines (Desirable)
- Above average knowledge of Microsoft packages. (Essential)
- Ability to understand procedures and follow instruction (Essential)
- IT qualification (Desirable)
- Hold a Driving License (Desirable)
- Experience of retail operations (Essential)
- Experience of using bespoke IT packages. (Desirable)
- Experience of report writing. (Desirable)
- Experience of interpreting statistics (Desirable)

Personal qualities

- Effective communication skills
- Attention to detail/accuracy
- Flexible approach to work and change
- Positive 'can do' attitude
- Passion and desire to succeed
- Ability to work on own or within a team
- Self-motivated