



Together we create. Together we grow. Together we are Ellie Ellie.

We are delighted to announce that the Ellie Ellie team is expanding, and we are on the lookout for an exceptional individual to join our multi-award winning Sussex based giftware company on a gifting obsessed mission to bring people together through all life's moments.

Job Title: **Order Fulfilment Assistant.**

Salary: **£7.70 - £8.21 per hour.**

Full Time (Permanent): **40 hours per week.**

Location: **Worthing, West Sussex.**

Reporting To: **Senior Order Fulfilment Manager.**

The Opportunity:

As an Order Fulfilment Assistant, you will be part of a dedicated, fast paced and hardworking team responsible for making and dispatching all our amazing personalised gifts.

Your role will focus on the Customer Service area where you will be the main point of contact for all our awesome customers. Delivering daily a personable, caring and thoughtful customer experience from answering questions about our products and services, helping customers choose a special gift for their loved ones, taking telephone orders, advising them on delivery times and processing returns.

As a small team it is important that we are all multi trained in order to cover annual leave and absences, as well as lend a hand during peak and non-peak seasons depending on the needs of the business. Therefore, this role will also include full training in the manufacturing department, training you to be able to make all our amazing personalised products including engraving, sublimation, laser marking and picking.

What You Might Be Doing On A Daily Basis:

- Answering email enquiries via numerous online sales platforms.
- Taking telephone orders and providing customer assistance over the phone.
- Converting product enquiries into sales.
- Processing returns.
- Monitoring and answering customer reviews.
- Assisting the manufacturing department with the production of customer orders.
- Assisting other departments with the Order Fulfilment Team (goods in and pick & pack) when required.

Qualities:

- Passionate about the customer experience and gifting.
- Positive, thoughtful, personable and caring.
- Reliable & flexible.
- Focused & methodical.
- Bundles of initiative with a 'can do' attitude.

Essential Skills and Experience:

- The ability to multitask & prioritise.
- Excellent written and oral communication skills.
- Experience in a customer focused/facing role.
- An eye for detail with experience of working with 'hands on' tasks (i.e. knitting, DIY, baking, sewing).
- Experience in a retail, office and/or warehouse environment (*desirable*).
- Good general IT skills (use of emails, Word and Excel etc.).
- Experience of using Adobe (*desirable*).

Your Reward:

Being part of the Ellie Elle Team we can offer:

- A generous 50% staff discount.
- A min of 28 days paid Annual Leave (earn up to 35 days with our long service benefits).
- Bonus birthday day off (after a qualifying period).
- 24-hour employee assistant program – supporting you through any of life's ups or downs.
- Personal pension.
- The opportunity to support our amazing partnered charities Chestnut Tree House and St Barnabas House with annual sponsorship challenges.

Before Applying:

Please be aware that:

- We are an online retail business and for us to meet our customers' expectations and provide them with the very best experience, you may be required to work bank and public holidays to fulfil orders.
- Our usual working hours are Monday – Friday from 8.30am – 5pm, however, during busy periods you will be required to work outside of these days and hours.

How to Apply:

If you think you have what it takes, we would love to hear from you by sending your CV and covering letter to our HR/Office Manager Hayley - hayley@ellieellie.co.uk.

****Due to the volume of applications received, regrettably we are unable to respond to everyone individually. Please be aware that only successful candidates will be contacted****