



Dispatch Assistant (part-time)

September 2017

SUMMARY OF ROLE

The role of the Dispatch Assistant is to ensure that Charley Chau customers receive their orders on time and in fabulous condition wherever they are in the world, and to ensure that we are always on top of letting customers know what's happening with their order.

Core Hours: 21 hours per week, usually 10.00am – 5.00pm, on Monday, Wednesday and Thursdays. Additional hours may be available during busy periods.

Salary: The part time Dispatch Assistant salary is £10,920 per annum. This is calculated from the equivalent full time salary for the role of £19,500 per annum based upon a total of 37.5 hours per week, giving an hourly rate of £10.00. The part-time Dispatch Assistant's working hours are equal to 56% of full time hours.

Other Benefits: This part-time role also includes 18 days of paid holiday leave (includes bank and public holidays and our annual Christmas office closure) and a workplace pension. There is also the added bonus of being part of a small, friendly team working in a busy but relaxed office with lots of dogs running around!

Location: Unit 16 Astra Business Park, Guinness Road, Trafford Park, Manchester M17 1SU, UK.

ROLE & RESPONSIBILITIES:

1. Daily order dispatch

The key role of the Dispatch Assistant is to dispatch Charley Chau's orders on a daily basis. This involves monitoring all incoming orders on the websites that sell Charley Chau products, booking parcels into our courier systems, assembling and packing the orders, and fulfilling the orders online:

- i. Monitor online sales channels for incoming orders and review orders to ensure that we identify any potential problems before the order is sent out, e.g. if a customer has ordered odd size beds that may not be suitable for their dog(s) or if an item is out of stock;
- ii. Book parcels – book each order or dispatch with the relevant courier or Royal Mail service using our web-based booking systems and print the shipping labels;
- iii. Assembling and packing - Charley Chau beds are packed to order. We assemble all of our beds in-house to ensure that we handle every single Charley Chau bed and maintain exceptionally high quality standards. The Dispatch Assistant will assemble and pack the beds and blankets ordered and make sure that they are in perfect condition before they leave HQ to wing their way to our customers all over the world.

iv. Fulfilment – the Dispatch Assistant will be responsible for ensuring that customers are notified that their orders have been dispatched, and for ensuring the original order is marked as “fulfilled” in our online order systems and that our stock management system is updated accordingly.

2. Processing returns for exchange / refund

When a customer returns an item for an exchange or refund the Dispatch Assistant will process the returned item. This includes updating our stock management system, updating the online order system, flagging internally whether or not a balance is to be paid / refund to be issued and communicating with the customer.

3. Trade orders

The Dispatch Assistant will also be responsible for packing trade orders ready for dispatch to our trade customers which range from small pet boutiques to large national retail chains. This includes booking and packing palletised shipments.

4. Stock handling

The Dispatch Assistant will also handle incoming stock deliveries and ensure that deliveries are unpacked, scanned into the stock management system and stored appropriately.

5. Administrative support

The Dispatch Assistant may be required to provide some administrative support, mainly keeping their eyes on our main inbox and helping with customer enquiries but also helping with phone enquiries.

6. Working autonomously

As we are a very small team, during shows and events, the Dispatch Assistant may need to work on their own while the rest of the team are out on the show stand.

7. Other tasks

Other tasks may be assigned to the Dispatch Assistant as required by the Company.

WHO WE'RE LOOKING FOR:

No previous experience is required as full training will be provided to ensure that you have the right knowledge to do the job. The ideal candidate will have a positive outlook on life, prefer to be busy than twiddling their thumbs, and keen to do a job well.

TO APPLY:

We encourage you to look at our website (www.charleychau.com) and social media channels (@CharleyChau) before applying. Please send a covering letter that explains why you would like to be considered for this role and a current CV by email to: hello@charleychau.com

The closing date for applications is Friday, 30 September 2017.