

Job Description

Position: Web/Customer Support Assistant



About Tradesetter

Tradesetter is a start-up online retailer to with a goal to achieve £10 million per annum in sales in 5 years.

We currently sell products to tradespeople, DIY Enthusiasts, the General Public and directly to companies. At Tradesetter we sell High Visibility Workwear, Tools, Consumables and Safety Footwear to stay safe on-site.

We stock key industry brands, including: Portwest, Orn, Safety Jogger, RX, DeWalt, Makita, Milwaukee, Stanley, Caterpillar and the list continues to grow!

As a retailer and distributor of these brands we actively promote our site to a wide range of consumers and businesses.

We currently have around 1000 products live on our site and are looking to increase to 10,000+ and become the leading retailer for consumables and safety products.

Your Role

As a vital member of the start-up team, you will have some varied responsibilities, including talking to customers and updating them on the availability of orders over the phone or via email, you will have to advise on stock enquiries, products availability and potentially taking of orders over the phone from larger clients.

Advising marketing on Catalogue requests.

You will be required to update stock levels from suppliers, add or remove products from sale, add new products onto the website, ensuring description and category are correct, and research potential new products and availability from suppliers as most of our orders are via email or direct on the site.

You will be required to cross-reference key data, update descriptions or materials from key suppliers, including price, stock availability and product changes at www.tradesetter.com

KPI - You will be monitored on your performance to upload/maintain accurate data on products via suppliers assigned to you on a daily, weekly basis, you will need to update cost prices and stock availability on main products, actively engage with suppliers, and update new product lines and key features.

You will have the autonomy to discuss client prices on bulk orders within margin requirements.

Where - This is a Home Based Role/ You will need access to a computer/possibly a second screen for cross-referencing, if you do not have access to a computer, we will provide one.
You will need broadband.

Training: All training will be given.

Remuneration

Starting £12.50 per hour, rising to £13.25 per hour after three months.

With certain KPI parameters maintained your hourly rate will increase to £14.00 per hour

Holiday - 5.6 Weeks paid holiday (pro rata).

Hours of work: Flexible working but our customer services team should allocate available hours between 10am - 6 pm Monday - Friday as you may receive a phone call or be required to answer emails or enquiries via our chat feature between these times.

Hours We are recruiting a part-time position and are looking at offer 24 hours per week, moving to 32 hours per week upon successful induction and after 6 months.

We may increase this inline with sale increase on the site.

Probation: 3 Months

Requirements

Proven experience as an office administrator, office assistant or relevant role

Outstanding communication and interpersonal abilities

Excellent organisational skills

Familiarity with office management procedures

Familiarity with Shopify/Website/Basic web Code would be an advantage but training will be given

Excellent knowledge of MS Office and office management software (Mainly Excel spreadsheets.)

Attention to Detail and experience in data entry will be an advantage.

If you are interested in this role please email your CV to: nick.jowett@tradesetter.com