



Online Fulfilment Assistant

One Fine Secret

Love natural beauty and making an impact?

Join our friendly and caring team at One Fine Secret, Melbourne's leading clean beauty destination. You'll be located at our iconic flagship store on Chapel Street, South Yarra.

Be part of the clean beauty revolution with a rewarding career in natural beauty retail. Receive team member discount and product benefits.

About the role

As an Online Fulfilment Assistant, you'll be a vibrant and enthusiastic operations team member. You'll play an essential role in ensuring our e-commerce orders are fulfilled seamlessly to help achieve an outstanding customer experience.

At One Fine Secret, our love for natural cosmetics and for delighting our guests lie at the heart of everything we do.

This role is ideal if you are highly energetic and thrive in a dynamic environment, have a flair for customer service excellence and are keen to learn and develop.

Part-time position available: Monday to Friday 9:30-4pm (28.75 hrs / week)

May have extended hours during peak periods or key promotional times e.g. major events, extended trade.

Key Responsibilities

This role supports primarily our e-commerce operations, with some support for our in-store retail operations. Your role will include:

- Accurately picking and packing online orders ensuring timely delivery and excellent presentation
- Preparing required documentation and shipping labels
- Organising stock inventory and replenishing shelves
- Assistance with online order fulfillment
- Making sample products for customers
- Maintaining cleanliness and organisation of work areas
- Maintaining impeccable store presentation
- Any other reasonable duties required



As the ideal candidate, you will have:

- Passion for natural cosmetics
- Enthusiasm, high energy and a flair for building warm rapport and authentic relationships
- Demonstrated experience being a strong team player
- Ability to work quickly and efficiently and be highly organised
- Exceptional care and attention to detail
- A learning and growth mindset, desire to strive for excellence
- Strong communication skills
- A pro-active, mature & professional approach to your role
- Exceptional grooming
- Skills or experience in the following areas will be highly regarded:
 - E-commerce online fulfilment;
 - Warehousing; or
 - Fast moving retail
- Basic proficiency using computer programs including Word and Excel preferred

If you are ready for your next challenge and excited to be an inspirational One Fine Secret brand ambassador, then please forward the following application documents to recruitment@onefines.com:

- Cover letter
- Resume

Please note that applications missing a cover letter may not be considered. Thanks so much for your interest in this role.

Kayla & John

Founders – One Fine Secret

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