



REFORMERS BOOKSHOP

JOB ADVERTISEMENT: OPERATIONS MANAGER

Manage Customer Service and Operations of Australia's second largest Christian Book Retailer based out of Reformers Bookshop's warehouse in Stanmore, NSW.

Reformers Bookshop is Australia's largest Evangelical, Reformed bookshop selling only the best Christian books online and in store. Our goal of promoting and selling the Bible and Christian books to glorify God and strengthen Christians and others through reading useful literature of an evangelical and reformed Christian heritage Australia-wide has not wavered in over three decades.

We are seeking an Operations Manager to ensure our customers are given excellent service as we grow our sales and warehousing operations. This role has become available due to rapid growth of the business. Reporting to the General Manager, the ideal candidate will:

- love reading, be theologically astute and have Reformed convictions,
- be a reformed evangelical protestant in good standing with your local church,
- have a proven ability to manage and motivate a team,
- have a hunger for customer satisfaction,
- be a highly motivated and energetic self-starter,
- be technologically capable, and,
- be able to develop and improve business processes.

Main Duties/Responsibilities

The Operations Manager will be responsible for inventory management, order fulfilment and customer service. A team of staff will report to the Operations Manager (currently 7 staff i.e. about 4 full-time-equivalents). This is a wide-ranging hands-on role in a fast-growing business.

Inventory Management and Order Fulfilment

- Purchasing and receiving stock and interacting with suppliers as required
- Managing inventory levels in accordance with best practice
- Overseeing picking and packing
- Ensuring customer satisfaction from order to fulfilment
- Processing orders in our Inventory Management System

Customer Service

- Responding to customer enquiries and ensuring customer requests are actioned promptly
- Gain deep knowledge of our range in order to be able to recommend books to customers
- Monitoring and improving business processes

The successful candidate will be trained and mentored by the General Manager to become fully competent in the use of our systems and all other responsibilities. A suitable remuneration package will be negotiated.

Candidates should apply as soon as possible as we are looking to fill this role quickly and will assess applications as they are submitted. ***Applications will close at 5pm Friday 22nd of October, 2021.***

To apply, receive a full job description or for further information, please email the General Manager, Thomas Eglington at rb.manager@reformers.com.au or call 0437 650 916.