

## **JOB DESCRIPTION**

**JOB TITLE: TRADING ASSISTANT**

**REPORTS TO: TRADING MANAGER**

**CONTRACT: PART TIME – 25 HOURS P/W**

**BASED: PERENNIAL HEAD OFFICE – LEATHERHEAD, SURREY**

### **JOB PURPOSE:**

1. To support the trading arm of the Charity by accurately processing customer orders
2. To manage the logistics of the warehouse on a daily basis

### **KEY TASKS:**

1. Customer Service:
  - a. Taking orders over the phone and processing orders received through the online shop, via post and over the telephone
  - b. Providing an excellent service to our customers, dealing with issues that they may have and working with the Trading Manager to resolve complaints
2. Warehouse Management:
  - a. Receive stock deliveries into the warehouse, checking stock against delivery notes and noting any shortages or damaged items
  - b. Enter stock received onto the stock database
  - c. Ensure stock is stored in the correct area of the warehouse and maintained in good order
  - d. Keep the warehouse secure and in a clean and orderly fashion
  - e. Pack and despatch customer orders
3. Shows and Trade Stands:
  - a. Prepare and maintain stock and display items required for trade shows
  - b. Help to set up trade stands and support the Trading Manager to maintain stock levels on trade stands
4. General
  - a. Ensure, at all times, the good name of the charity, as appropriate.
  - b. To act within the charity's policies including but not limited to those relating to, Marketing & Fundraising Public Relations, employment, health and safety and equal opportunities.
  - c. To undertake such other tasks within the broad purposes of the post as may be required from time to time.

Staff are expected to work flexibly when the occasion arises and should be aware that sometimes tasks not specifically covered in their job description have to be undertaken. Evening and weekend work may be required as part of this role. (Time off in lieu will be given.)