



## POSITION DESCRIPTION

<b>Position Title:</b>	ECOMMERCE Coordinator
<b>Reports To:</b>	Business Development Manager
<b>Direct Reports:</b>	NIL
<b>Award &amp; Classification:</b>	As per Letter of Engagement

### About Us

We are Veto Sports, one of the leading sports teamwear & equipment suppliers in Australia. Veto offers fully sublimated gear in a range of materials for a multitude of sports. Veto stock an extensive collection of equipment as well, making Veto a 'one stop shop' for sports teams.

### Position Purpose

The ECOMMERCE coordinator will be responsible for managing the entire ecommerce process (online orders) including but not limited to customer service, picking/packing, organization of pressing orders, shipping, online management of club stores and ongoing maintenance of online products. Within this position, the ECOMMERCE coordinator will be required to work in a fast-paced and customer-focused environment, promoting and selling our range of innovative and customisable sports apparel, equipment and merchandise solutions.

*To summarise, it is not the intent of this position description to limit the scope or responsibilities of the role, but to highlight the most important aspects.*

### Specific Duties

### Success Indicators

#### Customer Service

- Liaise with ecommerce customers on all platforms, phone, email, in office and on-site; providing regular updates on project progress
- Provide product knowledge and present tailored solutions to meet customer needs
- Provide a high level of customer service in designing options to suit their requirements
- Address all customer enquiries and concerns
- Develop and maintain strong relationships with existing and potential customers
- Provide exceptional customer service and support
- Foster strong relationships with existing and potential clients to enhance loyalty and drive repeat business.

***Regular updates are provided to customers.***

***Customers needs are understood and products are tailored to meet these needs.***

***Customers queries and concerns are attended to and escalated in a timely manner.***

***Strong relationships are built and upheld.***

#### Sales Management

- Manage the end-to-end sales process, from receiving an online order to shipping the order
- Answering customer enquiries both in person, online and face to face
- Utilise WooCommerce platform to track and manage sales activities, and customer interactions

***Ensure sales activities, and interactions are consistently tracked and updated in the WordPress web system.***

***Regular communication with customers and prompt response to incoming calls, emails***



<b>Fulfilling Orders &amp; Shipping</b>	
<ul style="list-style-type: none"><li>• Accurately processing sales; verifying pricing, product availability, and coordinating with various departments to fulfill the order</li><li>• Collaborate with warehouse and pressing team on picking/pressing to fulfil orders</li><li>• Provide all essential information regarding the sale and shipping to the customer</li><li>• Process shipping of satchels and ecommerce orders on a daily basis</li><li>• Manage pick up orders to ensure they are happening in a timely manner</li></ul>	<p><i>Accurate orders and invoices are picked and shipped in a timely manner</i></p> <p><i>Collaborates effectively with press room and warehouse team to fulfil orders</i></p> <p><i>All documents/correspondence are provided to customers in a timely manner.</i></p>
<b>Workplace Health &amp; Safety (“WH&amp;S”)</b>	
<ul style="list-style-type: none"><li>• Always maintain and encourage the highest safety standards</li><li>• Comply with all WH&amp;S standards, policies, and procedures</li><li>• Report all accidents and/or incidents to Management immediately</li><li>• Conduct periodic checks to remove hazards from work areas</li><li>• Rectify identified hazards where possible and report to Management as soon as possible</li></ul>	<p><i>Consistently adheres to WH&amp;S policies and procedures</i></p> <p><i>Hazards are actively managed and reported</i></p> <p><i>Zero preventable WH&amp;S incidents</i></p>
<b>General Duties</b>	
<ul style="list-style-type: none"><li>• Always represent Veto Sports in a positive and professional manner</li><li>• Contribute equitably to maintaining the cleanliness of Veto Sports</li><li>• Maintain dress-code standards</li><li>• Maintain a friendly and approachable attitude towards all employees, customers and stakeholders</li><li>• Respect all equipment and property and use with care to avoid unnecessary damage</li><li>• Complete all other duties as assigned</li><li>• Attend meetings and training as required</li><li>• Undertake the responsibilities of the position adhering to:<ul style="list-style-type: none"><li>○ Equal opportunity and anti-discrimination legislation and requirements</li><li>○ Workplace Health and Safety (WH&amp;S) legislation and requirements</li><li>○ Legal requirements</li><li>○ Cultural and ethical considerations</li><li>○ All policies and procedures of Veto Sports</li></ul></li></ul>	
<b>Knowledge, Skills and Personal Attributes</b>	
<ul style="list-style-type: none"><li>• Ability to actively listen to customer needs and concerns and respond appropriately</li><li>• Capacity to identify challenges and provide effective solutions to meet customer requirements</li><li>• Flexibility to adapt to different customer personalities and respond to changing situations</li><li>• Strong interpersonal skills for building relationships, networking, and collaborating with team members</li><li>• Skill in organising and managing sales-related tasks, documents, and information</li><li>• Capacity to manage multiple customer interactions and tasks simultaneously</li><li>• Proficiency in using relevant software and tools, including all Microsoft products</li><li>• Ability to collaborate with cross-functional teams, such as sales and warehouse teams</li><li>• Be physically fit with unrestricted ability to lift, bend, stretch &amp; twist.</li></ul>	



- Physical activities include walking, talking, standing, stooping, hearing, seeing, talking, bending, reaching, feeling, writing, grasping, handling, stretching, balancing, pushing, and pulling
- Ability to lift, and to lift object overhead in the transportation, moving, lifting and/or stacking of items
- Ability to handle repetitive motion of hands, wrists, and shoulders

**Qualifications & Experience**

***Essential***

- Prior experience in an ecommerce role
- Queensland C Class Drivers Licence

***Desirable***

- Previous experience working in the sporting apparel industry, or relevant retail experience
- Qualification in Administration, Business or related field.

**Approved by:**

**Date:**

I have read the above Position Description and understand and accept the role requirements for the position of **ECOMMERCE Coordinator**.

**Employee Signature:**

**Date:**

*Note: The above information on this position description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.*