



Role Specification Order Processor

Job Summary

The post holder will be responsible for the day to day processing, packing and dispatching of orders received and paid for. The post holder will be required to work quickly and accurately to complete their duties, requiring the updating of computer based records, selecting items, packing and informing the customers at the appropriate stage of the process.

Main Duties and Responsibilities

1. Review orders received via the website, checking both SagePay and Paypal for successful payments. Bring to the attention of others any suspicious transactions.
2. Complete the Daily Order Processing form
3. Maintain spreadsheet based records to a high level of accuracy, recording total sales and individual items sold. Bring to the attention of others very low or very high margin transactions that cannot easily be explained.
4. Highlight key attributes of the order, such as multiple quantities and delivery instructions
5. Pack orders, taking account of
 - a. Royal Mail format (Large letter / Packet),
 - b. customer instructions,
 - c. shipping method
 - d. cost and time to deliver
 - e. Customs paperwork
6. Complete franking of UK orders
7. Book out courier orders
8. Handle e-mail communication with customers via the website
9. During periods of low activity the post holder will be required to carry out ad-hoc tasks, often on-line. This may include dealing with customers in a retail environment.

Working Relationships

Accountable to: Business Administrator
Liases with: Other staff – Customers

Notes

1. The duties and responsibilities outlined above are to be regarded as broad areas of responsibility and do not detail all tasks which the post holder may be required to perform
2. The job description may be subject to change in the light of experience and circumstance after discussion with the post holder.