

Job Description

Online Retail Assistant Supervisor

Responsible to: **Online Retail Manager**

Description of Role

Assist the Online Manager to effectively manage the day to day running of the Online Department with the aim of achieving optimum profit by maximizing sales.

Responsibilities

1. Key Responsibilities

- 1.1 To supervise Online team members in the absence of the Online Retail Manager or Assistant Manager
- 1.2 Support Online Assistants and volunteers in their day to day duties
- 1.3 To place listings for online sales using the appropriate channel.
- 1.4 To assist the Online Manager ensuring that the Online department achieves budgeted sales.
- 1.5 Ensure that all Sense and host online policies and procedures are adhered to at all times.
- 1.6 Ensure all administrative tasks related to the effective running of the online department are accurately and fully completed at all times.
- 1.7 To assist the donated stock manager in processing stock within a warehouse environment.



2. Specific Responsibilities

- 2.1 Provide training and support to all team members, including volunteers
- 2.2 Authorise refunds/exchanges in line with Sense and departmental policy
- 2.3 When required, delegate tasks to team members and ensure these are actioned as expected
- 2.4 To assist the online manager to achieve profit targets by maximising sales and minimising costs
- 2.5 To ensure the high standard of service to online customers that is expected by Sense, is maintained at all times
- 2.6 To maintain a high standard of presentation, photography and written accuracy in the descriptions of items listed for sale
- 2.7 To assist in the training of, ongoing support and providing direction to our volunteers as required
- 2.8 To actively engage shop teams and support where necessary
- 2.9 To handle email and telephone enquiries from both customers and shop teams effectively and efficiently
- 2.10 To deal effectively with customer queries and complaints, escalating where required to the online manager.
- 2.11 To achieve weekly sales targets

3. General

- 3.1 To ensure all relevant administration is completed on time and according to eBay, Amazon and Sense guidelines
- 3.2 To ensure all financial, cash handling and security procedures are adhered to at all times
- 3.3 To comply with all Health and Safety regulations as per Sense's Health and Safety Policy at all times
- 3.4 To assist with and support any projects, new initiatives or reasonable requests as requested by the Online Manager



Person Specification

Online Retail Assistant Supervisor

The essential criteria are those things which you must have in order to do the job. Desirable criteria are those qualities that would be either useful, or an advantage to have and/or are things that you could be trained to do.

Education and Training	
Essential Criteria	Desirable Criteria
Basic knowledge of using a computer and the Internet	Knowledge of eBay and Amazon's selling practices
Good standard of basic education	Educated to GCSE /equivalent
Achievements, Experience, Skills & Abilities	
Essential Criteria	Desirable Criteria
Experience of working effectively on your own and as a part of a team	Experience of working in an online retail environment
Experience of dealing with customers and providing excellent customer care	A working knowledge of Excel, Word and Outlook
Attention to detail	Knowledge of selling on line
Possess an interest/awareness in online selling	Experience of creating and managing databases and spreadsheets
Numerate with the ability to calculate figures and competently undertake administration	
Experience of managing or supervising a team within an office or retail environment.	