



GREAT DANE

National Retail Operations Associate

POSITION TITLE: National Retail Operations Associate (Full-time)

REPORTS TO: Retail Showroom Manager

POSITION:

- We are looking for a self-motivated and enthusiastic individual to join our amazing team in the role of national retail operations support for the retail sales team. This position is a full time 9 am-5:30 pm role based at our showroom in Fitzroy, Melbourne. The role will be responsible for overseeing the information and support activities of the retail sales team to ensure the accuracy and seamless running of our operations. This position provides an excellent opportunity to grow into a sales role over time.

KEY RESPONSIBILITIES and OUTCOMES:

- After the sales have been completed, tracking customer order and providing update in a timely manner to clients.
- Supporting the sales team by delivering accurate and efficient reporting.
- Creation and upkeep of costs of goods reports for all products and suppliers for retail and tracking delivery costs.
- Daily tracking of payments and producing invoice for clients.
- Proactively looking at improving processes.
- Great Dane website and supplier price lists to ensure ongoing accuracy with all products and specifications.
- Collecting of balance payments and working with the warehouse team, delivery partners and operations to organise the last mile delivery.
- Actioning interstate quotes with warehouse teams.
- Communicating accurate information to the retail sales team to maintain and improve client relationships.
- Dealing with product support issues in the back end in conjunction with showroom managers and operations team.
- Overseeing the movement of inventory between warehouse and showrooms to ensure accuracy of stock levels.

WHAT WE NEED FROM YOU:

- Lightspeed or other Inventory/E-Com/POS Software experience.
- Customer service &/or Administration experience (2-5 years minimum) is required.
- Strong communication and interpersonal skills.
- Highly organised and methodical.
- Strong administration and data entry skills.
- Attention to detail is a must.
- The ability to multi-task varying duties smoothly and efficiently.
- Ability to follow direction, but to also be competent to work autonomously on tasks.
- Enthusiastic and flexible in the running of all office and production activities.

DESIRED SKILLS & EXPERIENCE:

- Minimum 2 years' experience in a fast-paced administrative position (preferably within the architecture and design / production industry).
- Experience with Excel reporting and database management.
- Proactive and results driven attitude.
- Confident in all areas of communication - verbal and written.
- Ability to multi task and prioritise all aspects of administration.
- A problem solver who shows initiative every day.
- Thrives in a team-based sales environment.
- Streamline and improve processes for greater efficiency.