

MONMOUTH

COFFEE COMPANY

VACANCY: ONLINE SHOP COORDINATOR

We are excited to be launching an online shop this autumn. We are looking for an Online Shop Coordinator to help us finalise the shop functionality and content to get us ready for a successful start and then keep running the day to day once the shop is live.

Position Responsibilities:

As this is a new position, the remit will likely change over the first several months. Initially, the job will be to help with the launch of the online shop including working with our developers, testing, and writing new procedures.

Once launched, the role will focus more on the day to day management of the online shop, including:

- Keeping content up to date and accurate.
- Managing the order processing system; taking responsibility for the overall process from a customer placing an order to receiving it successfully.
- Managing coffee ordering via the Wholesale team.
- Liaising with packing team to ensure successful delivery. Help where necessary to ensure timely delivery.
- Answering customer communications in a timely manner.

Person Specification:

- Previous experience with e-commerce is preferred. Candidates with experience developing, launching or running an online shop using Woo Commerce (or similar) will be prioritised. Our ideal candidate will have helped to start a new online shop and have been running it for at least a year.
- Previous experience providing dedicated customer service is essential. We would like to find someone who has experience providing in person, phone and email based customer service. Our aim is for online shop customers to receive the same level of service with their online orders as they would receive in our shop.
- We expect our online shop team to grow so experience managing or supervising people would be advantageous.
- Experience handling Royal Mail, DPD or other delivery services.
- Process management experience is preferred.
- A demonstrated ability to work well with team leaders of other departments will be essential.
- Excellent English skills; both written and verbal.
- Able to work in an organised manner.
- Able to demonstrate previous experience requiring attention to detail and follow through.

Position details:

- Full time, permanent position. Our regular office hours are 8.30-5, Monday to Friday, however we anticipate that this role will require a lot of flexibility and ability to work additional hours outside of normal office hours, especially in the beginning. We will be looking for someone who is happy to work flexibly and have their job role change frequently. This flexibility will be hugely important in the first year as we develop the shop, processes and position itself.
- Based in Bermondsey roastery.
- Immediate start available, but no later than August 2017.
- We offer 5 weeks of paid holiday each year.
- You will receive coffee theory training, barista training and have the opportunity to join in on cupping sessions and quality control tastings.
- Salary will be commensurate with experience. Please feel free to include salary requirements in your application.

How to apply:

Please email covering letter and up to date CV to work@monmouthcoffee.co.uk.