

Wholesale Operations Assistant Role Overview



Job Title: Wholesale Operations Assistant

Dept: Retail

Reporting to: Licensing & Product
Development Manager

Role Overview

Working within Retail you'll be an essential part of the Product Development team, supporting with a wide range of tasks from the processing of deliveries and orders to digital stock management. An eye for detail is essential, our customers expect premium bespoke products carrying the NMS (National Museum Scotland) brand and your role will be key to fulfilling orders with pace and consistency. You will support with the day-to-day operation of our Product Development department supporting with customer orders, b2b orders, stock control, deliveries, transfers and invoices.

Role Responsibilities

- Completing the pick, pack and processing of Product Development orders and transfers.
- Processing deliveries both in and out.
- Provide exceptional service at all times utilising your product knowledge to help our customers.
- Assisting with customer communication, answering email enquiries, resolving complaints and processing orders in an efficient and timely manner whilst endeavouring to find a solution to all problems.
- Quality control checks on all incoming products, items and orders.
- Stock management and checks to ensure the Product Development stock profile is up to date at all times. This includes assisting with rolling stock checks and annual stocktake, processing returns and write-offs and ensuring the overall clean stock profile of the Product Development department.
- Support with the migration to a digital stock management, invoicing and reporting suite.
- General housekeeping and tidying stockroom and back of house areas.
- To ensure correct procedures are adhered to in a professional manner including the handling of stock, health and safety, security of premises and loss prevention (NB, this list is not exhaustive).
- Support at Trade Show events.
- To abide by all NMSE policies and procedures and comply with legal obligations including safety requirements.
- Ensure GDPR procedures are adhered to at all times.

Competencies

- Have good attention to detail.
- Proactively deliver on all operational standards to maintain expected requirements across all core components including handling deliveries, processing orders, health and safety, general housekeeping, stock replenishment and stock management.

- Plays an active and positive part in the team by being proactive and using initiative to support driving sales and the business.
- Passionate commitment and enthusiasm for the NMSE brand and the products that we sell. This requires a strong level of product knowledge.
- Align self to NMSE environmental mission and champion any actions that you can directly impact it at all times.

Experience

- Experience in a customer service environment is desirable but not essential.
- Positive can-do attitude and examples showcase initiative.
- Ability to work productively in a fast paced environment.
- Confidence in taking the initiative and working under own direction at times.
- Great time management.
- Professional manner and the ability to communicate with a wide variety of customers.
- Strong planning and organisational background.
- IT skills are essential with a strong ability to use Microsoft suite.
- Experience of operational, stock and business to business retail is desirable but not essential.
- Interest or knowledge in marketing is desirable but not essential.

Pay Rate: £12.00

Hours: 12-16hrs/week to be discussed at interview

Working pattern: flexible days between Monday-Friday (**occasional weekend may be required for Trade Shows**)

Location: National Museum of Scotland, Chambers Street, Edinburgh