

the little BIG^{store}



DELIVERIES COORDINATOR

Please take the time to answer the following questions:

1. Are you the person at Christmas that wraps everyone else's presents for them just because you love it?
2. Do you laugh at your own jokes even when nobody else does?
3. Do you love making people happy – even when they sometimes don't deserve it?
4. Do you have a compulsive urge to straighten a rug when it doesn't sit parallel to the wall?
5. Do you say "can do" where others would say "I can't"?

If you answered yes to 3 or more questions above – then this job could be for you! The Little Big Store is now hiring, and we are looking for a fun, energetic person to take on the role of Deliveries Coordinator and make this job their own!

The Little Big Store is an organic and sustainable store based in Wanneroo in the northern suburbs. We take pride in our focus on quality, affordability, customer service and variety.

The position may seem small, but don't let that deceive you! The delivery side of the business is new, and therefore the position will likely expand as demand expands. It also comes with high responsibility, as the delivery aspect to the business will be the "baby" for the person to join our team and will only be as successful as you are motivated.

There will also be further opportunities to expand into the bricks and mortar side of the business, as the position will be required to support the Owner, Julia (aka the bossy one), during busy periods, to cover staff leave and may eventually have a more formal role across this side of the business too.

Are we asking a lot? Yes. But in return we are willing to nurture, support, train and provide whatever incentives necessary to attract and retain a hardworking and motivated individual that will be an integral part of The Little Big Store as we continue to expand.

Read on below for the boring, but very necessary aspects of the role!

Position: Deliveries Coordinator & Organic Shop Assistant

Shop 146 & 147 33 Prindiville Drive Wangara 6065

0487 217 440

info@thelittlebigstore.com.au

Commencement: 1 April 2016

Type of Employment: Casual (Permanent Part-Time to be negotiated at 12 months)

Award: Shop and Warehouse (Wholesale and Retail Establishments)

Rate of Pay: \$24.44p/h on Fridays. Where required \$27.66p/h on Saturdays & Sundays. This may be negotiated after 3 months of probation if we think you have the pizzazz we are after!

Hours: 9am to 12noon Friday initially however this is likely to expand from 9am to 3pm as demand increases. Also flexibility for working weekend hours is required.

Benefits : 20% discount throughout The Little Big Store.

Superannuation: 9.5% of Ordinary Time Earnings

Deliveries Coordinator

The Deliveries Coordinator will be responsible for coordinating the deliveries of The Little Big Store. This will include but not be limited to the following duties:

- Packing of orders as per order sheets provided including addressing specific customer preferences and requests
- Ensure high levels of customer satisfaction at all times
- Contact customers to confirm order details where required
- Respond to delivery related enquiries as requested by customers
- Notify customers about any delivery delays in advance
- Provide outstanding service and ensure customer satisfaction at all times
- Respond to customer complaints and provide resolutions where required
- Ensure products are properly packed, stored and transported to avoid accidents and damages
- Create a streamlines process for cost effective and efficient packing of customer orders
- Make changes to processes where more effective methods are determined
- Continually assess customer feedback and make necessary improvements
- Handover to delivery driver

Expected skills and abilities:

- High attention to detail
- Good organisation skills
- Proficiency in Microsoft Office Suite particularly Microsoft Excel
- Excellent interpersonal & communication skills
- Effective use of resources to ensure high profitability
- Accurate cash handling skills
- Knowledge and understanding of relevant Western Australia acts and regulations (desirable)
- Ability to multitask
- Ability to work autonomously
- Ability to lift up to 25kgs
- Enthusiasm!

Should you think this position might be for you, please forward your resume to info@thelittlebigstore.com.au. Please provide a short cover letter summarizing how you meet any or all of the criteria above. Thanks for reading and look forward to hearing from you!

Julia ☺