

## Ecommerce Admin Assistant, Pedigree Wholesale Limited

Following exceptional growth, we work through 2021 with an exciting array of projects ahead, including retail stores, e-commerce launch and growth & new distribution sites, in addition to new product development as part of an exciting 5-year vision. To support this, we are looking to strengthen our success by appointing an experienced Admin Assistant within our Ecommerce team.

### **Overview of Role:**

- Assist with general day to day running of the Amazon account ensuring accuracy is maintained in every task undertaken.
- Prioritising all instructions to ensure these meet the required business deadlines.
- Be able to work at pace and manage multiple tasks simultaneously
- Support the Ecommerce team with online promotional setup and website maintenance.
- You will understand the company's vision, mission and values and how these translate to your role.

### **Job Description:**

- Input orders ensuring product codes, prices, quantities, delivery date and route codes are accurate and meet all appropriate business order deadlines.
- Raise invoices in customer portals and identify any discrepancies.
- Assist with the day to day running of the Amazon account.
- Ability to quickly identify problems and find a resolution to meet demands.
- Highlights trends/issues that are picked up through to ensure resolutions are in place and learnings are shared.
- Work as a team to deliver joint business objectives.
- Identify efficiencies in process, discuss and implement as appropriate.
- Assist as required in any Ecommerce related ad-hoc tasks.

### **Competency and Behaviours**

- Be a role model for Ecommerce both internally and externally
- Build positive relationships with all key stakeholders
- Confident with the ability to be proactive and know when to escalate issues
- Ability to manage conflicting and demanding priorities
- Demonstrate and live everyday our business values
- Positive and flexible approach and a "can do attitude"

### **Person Specification**

- Computer literate - essential
- Proficient in Microsoft Office suite, high level of Excel skill required
- Ability to work under pressure and identify solutions
- High attention to detail
- Good interpersonal skills and ability to build rapport

## Role

Department: Ecommerce, Gamston  
Reports to: Ecommerce Manager  
Work Hours: 37.5 per week  
Shift Pattern: 8.30am – 5.00pm Monday to Friday  
Salary: £20,000 per annum

## Benefits

- Profit Related Pay based on company profits
- Holidays – 20 + statutory days
- BUPA Healthcare
- Life Insurance
- Auto enrol Pension Contribution
- Discount on Pet Products
- On site staff car parking with electric charging points

Pedigree Wholesale is one of the UK's leading distributors of pet and aquatic products into the independent retail sector. Privately owned and financially sound we supply from stock a broad range of over 12,500 products from the leading brands around the world.

## PEDIGREE VISION & VALUES

### Vision

Our passion for pets drives us to offer pet owners the highest quality, best value products through great retailers who care.

### Values

**Love our customers:** Our business is built on customer satisfaction and loyalty. We want our customers to love working with us, value our business relationship and actively recommend us to others.

**Do the right thing:** We are honest and open in our communication, we respect our employees and customers at all times. Our reputation is built on integrity which we uphold at all costs.

**Be your best:** We continuously strive to be the best we can. We are open to learning and feel rewarded by doing a great job every day.

**Own it:** We take personal responsibility for the areas under our control and will act upon every opportunity to improve the customer experience.

**Win as a team:** We achieve better results and are more agile when we work together towards common goals. We are open and challenging whilst supporting each other.