



JOB DESCRIPTION

Job Title:	Online Retail Assistant
Location:	Creative Gardens Logwood
Reporting to:	James McKay – Group Marketing Manager
Hours of work:	32-40 hours per week
Duration:	Permanent
Closing date:	11pm 17 th May 2026

PURPOSE OF THE JOB

The role of the Online Retail Assistant is to support the day-to-day running and continued development of Creative Gardens' online retail operations. The jobholder will assist with website product management, online order fulfilment, customer service relating to online sales. The role will also support the wider marketing and operational teams as required to ensure a high standard of customer experience is delivered across all online channels.

MAIN DUTIES AND RESPONSIBILITIES

- Add new products to the website, ensuring product descriptions, imagery, pricing and relevant product information are accurate and up to date.
- Update and maintain website category pages, linked sales opportunities, product properties, special offers and promotional activity.
- Assist with improving website content and merchandising to support online sales growth and customer experience.
- Process daily online orders through the company CMS, assigning fulfilment to centres, couriers or internal dispatch as appropriate.
- Coordinate stock transfers for customer orders where required and manage ghost transfers for centre delivered items.
- Pick and pack of smaller items sent by post to customers
- Print courier labels, arrange collections and update tracking information within the CMS.
- Monitor customer deliveries and liaise with couriers, suppliers and customers to resolve delivery delays, damages or operational issues.
- Manage customer queries relating to online orders, delivery issues, spare parts requests and aftersales support.
- Assist with adding selected stock lines to online marketplace platforms where required.
- Support product photography preparation through stock picking and movement of items for content creation.
- Assist with organising storage areas and maintaining packing materials and operational supplies.
- Complete reports and administrative duties as required by the Marketing Manager.
- Perform any other related duties as may reasonably be required from time-to-time.

This job description is not to be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in the light of the changing needs of the business.



PERSONAL SPECIFICATION

ESSENTIAL CRITERIA	
E1.	Previous experience in retail, e-commerce, fulfilment, logistics or a similar operational role.
E2.	Strong computer skills with experience using Microsoft Office, web-based systems and general internet applications.
E3.	Excellent organisational skills with strong attention to detail and the ability to manage multiple tasks.
E4.	Experience dealing with customers, suppliers or third-party service providers in a professional manner.
E5.	Ability to work independently, use initiative and problem solve effectively.
E6.	Ability to undertake practical duties which may include lifting, carrying, stock movement and lightweight warehouse support tasks.
DESIRABLE CRITERIA	
D1.	Experience using website e-commerce systems.
D2.	Experience with logistical operations such as stock transfers, booking courier dispatches for items and liaising with customers and suppliers around any operational issues.
D3.	Experience in product merchandising, photography preparation or online product management.

ADDITIONAL INFORMATION

Closing date: 5pm on 17th May 2025. Applications received after the closing date and time will not be considered.

Reserve: A waiting list may be created for this vacancy at the interview stage for any similar vacancies that may arise within the next 6 months.

Creative Gardens (NI) is an equal opportunities employer and welcomes applications from all sections of the community. All appointments will be made on the basis of merit.