**Online Order Fulfilment**

**Aurivo Agribusiness located in Athlone, Co. Westmeath**

Aurivo Co-op is a large multi-purpose Co-operative engaged in a wide range of activities including dairy processing, liquid milk distribution, animal feed milling, retail stores, e-commerce, garden centres, livestock marketing and sports nutrition. In Aurivo our values define how we operate, employing over 600 people directly and providing employment for many others in wide range of activities including transport & distribution.

Aurivo Agribusiness are delivering on an ambitious growth strategy, which will see further strategic investment, the continued expansion of our eCommerce range and the delivery of innovation and customer focused sustainable solutions through partnering with our valued customers.

**Opportunity**

Reporting to the eCommerce Manager, the successful candidate will support the ambitious growth plans for our online channel.

This role will be critical to the success of the eCommerce platform, ensuring that the team consistently deliver orders accurately and efficiently to Aurivo customers.

**Key Responsibilities**

* Daily processing of all online orders & ensuring all systems are updated to reflect order status changes
* Working to defined KPIs for order fulfilment
* Picking and packing of online orders, ensuring professional presentation of orders for customers
* Quality control & fraud checking on orders before shipment
* Ensuring credit customers are within limits & orders are shipped to verified delivery addresses
* Inventory management including raising POs & cycle counting
* Goods receipt (GRN) of stock from suppliers, pack away and updating all systems to ensure accurate stock levels are reflected on systems
* Working with the Purchasing team to forecast & manage online stock levels
* Daily communication with customers, addressing product queries via phone & email
* Logging of customer service issues & reporting trends
* Daily communication with logistics partners, scheduling deliveries as needed
* Working with the eCommerce Manager to ensure all processes are optimised for maximum efficiency of the online order fulfilment process
* Escalation of issues impacting order fulfilment turnaround times
* Monitoring logistic partners ensuring service delivery within service level agreements
* Weekly reporting of order fulfilment & customer service KPIs.

**The ideal candidate will have**

* A third level qualification in an agri discipline / business
* Significant experience in the retail industry
* Knowledge of the agri industry and products
* Previous experience working in eCommerce, customer service or order fulfilment would be advantageous
* Experience of inventory management would be advantageous
* Strong attention to detail and an emphasis on delivery of high-quality service
* Excellent communication skills
* Flexible & willing to learn
* A high level of enthusiasm and an ability to work on own initiative
* Good IT skills

**Application Process**

The company reserves the right to select a shortlist from the applications received

Please forward updated CV to Aurivo Careers (careers@aurivo.ie)