

# ROYAL ACADEMY OF DANCE

## Job Description

Job title	Order Picker & Packer
Department	Royal Academy of Dance Enterprises Ltd (RADE)
Line manager	Retail Manager
Director	Chief Operating Officer
Job purpose	To provide support to the Mail Order team with the processing, packing and dispatching of customer orders (up to 60 orders a day dependent on busy periods), and supporting the web and sales staff to ensure customer service levels are maintained throughout the business at all times.
Working hours/days	Part-time   4 days a week   28 hours per week <i>The post also requires the need for the post holder to work occasional overtime and weekends as per the needs of the business</i>
Contract type	Permanent
Location	Office based

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### Responsibilities:

#### 1. Picking, Packing and Dispatching

- Pick customer orders and ensuring they are correct against invoices(Picking)
- Pack goods in appropriate size packages, including shipping documentation and export declarations as required
- Unload deliveries and process supplier orders against delivery notes
- Ensure stock room and shop floor are restocked
- Manage stock in the stock room
- Assist sales team with ensuring optimum stock levels are maintained in the shop
- Ensure all stock rooms are kept in an orderly fashion adhering to manual handling best practice
- Ensure daily targets are met

#### 2. Administrative

- Contact customers who have left messages via the phone or email regarding existing orders

- Support the resolution of customer queries
- Propose alternative methods of packing/use of materials to maximise benefit to the business

### 3. General

- Assist with the preparation of and participate in the bi-annual stock take
- Attend and contribute to team meetings
- Participate in regular manual handling training and briefing updates
- Where staffing necessitates or during busy periods, support the sales team in the shop process transactions, ensuring service levels are maintained
- Undertake the role with due regard to equality of opportunity
- Any other duties that may arise within RAD Enterprises Ltd

### Direct reports

None