

ECOMMERCE TEAM LEAD

POSITION DETAILS

Role Status	Full Time 12 Month Max Term Contract with possibility of renewal or permanency
Reports to	Operations Manager
Award	Level 5, Social, Community, Home Care & Disability Services Award 2010
Location	Minus18 Office, at the Victorian Pride Centre, 79-81 Fitzroy St, St Kilda VIC. This role includes on-site, work from home and travel arrangements.
Salary	\$97,782.74 Full Time Salary Package (Non-PBI Equivalent) + Super - includes: <ul style="list-style-type: none">• \$88,761.92 Base Pay• Up to \$6,385.95 in tax-savings via our offered charity salary packaging.• \$2,634.87 allowances and cash benefits• + \$9,320.00 Super (10.5%)
Start Date	ASAP

FLEXIBILITIES AND ACCESS

Role Status	Full Time 12 Month Max Term with possibility of renewal or permanency
Start Time	We offer flexible start times between 8:00am and 9:30am
Location	This role will be based in our Melbourne Office and from time to time will require off site work at our dedicate Storage Facility and some Work From Home arrangements.
Office Space	Our office is located at the Victorian Pride Centre in St Kilda, which is an exciting, purpose built space for LGBTQIA+ community organisations which includes: <ul style="list-style-type: none">• A raised Tram Stop within 100m from the building entrance.• Elevators and accessible bathrooms.• End of trip facilities.• Dedicated prayer rooms.

ABOUT THIS POSITION

Minus18 hosts an eCommerce platform to send LGBTQIA+ inclusion resources and merchandise throughout Australia. 100% of net proceeds raised through the platform go towards our work supporting LGBTQIA+ young people through events, education and campaigns.

The eComm Team Lead is responsible for the operations of the eCommerce store, managing inventory and coordinating the workload of Customer Service Assistants.

Role Context

Our eCommerce platform has had significant growth so we have created this brand new role to meet the demand on the team.

YOUR TEAM



Meg-an

She/They
operations Manager



Madisah

They/Them
Customer Service
Assistant



Olly

They/Them
Customer Service
Assistant

MAJOR RESPONSIBILITY AREAS

1. BUSINESS PERFORMANCE & ONLINE STORE

Tasks

Oversee the management and growth of the Minus18 online store including online merchandising, website functionality and optimising the user experience.

Day to day management of the operations of our ecommerce platform and channels (Shopify, Auspost Business, Ready To Ship, online store)

Management of online store including out of stock products, updating stock levels within shopify and updating listings as required.

Coordination and working with photographers to ensure that the products on our online store are accurately maintained

Use of data to continually optimise the customer journey and conversions.

Provide analysis and insight generation, evaluation and reporting using a range of tools to identify opportunities as well as measure effectiveness and success.

Recommend and implement technical, content and process improvements that contribute to seamless experiences for our customers.

Undertake consistent monitoring, refining and innovation of the ecommerce channels to exceed best practice.

Identify and implement opportunities to drive sales through online channels and achieve budgeted performance objectives.

Work with the Marketing Team Lead to deliver marketing initiatives and ensure alignment with the organisational goals.

Key Impact Indicators

- Meet eCommerce sales and performance targets.
- Demonstrated improvements to process and efficiencies related to Customer Service, Suppliers, Fulfillment and Backend.
- Strong working relationships are maintained with suppliers, contractors and other Minus18 teams.
- Product listings are up to date, with a high attention to detail and adhere to brand guidelines.
- The eCommerce team and business have the resources and space needed to succeed.

2. STOCK MANAGEMENT & FULLFILLMENT

Tasks

Work collaboratively with stakeholders including suppliers, couriers, and internal teams.

Management of both onsite and offsite storage facility to ensure safety compliance and efficiency including sourcing additional space as required.

Maintain supplier relationships to coordinate existing and new stock orders.

Identify new product opportunities based on sales and customer data; coordinate internal and external product designers to develop these.

Creation of reports and analytics reporting on the performance of the eComm department

Key Impact Indicators

- Minimal Stock Variances
- Minimal Stock Wastage
- Completion of regular Stock Takes
- Management of Out of Stock Product Timing
- Average number of days to fulfill orders is low.
- Number of orders within errors are low.
- Platform and supplier issues are identified and resolved promptly.
- A clean and tidy eCommerce workspace is maintained.

MAJOR RESPONSIBILITY AREAS

3. CUSTOMER SERVICE

Tasks

Oversee the daily operations of the eComm function including the management of the Customer Service team.

Oversee the daily operation of Online Customer Service and Order Fulfillment

Key Impact Indicators

- Team members are supported with clear process and coaching to meet their KPIs related to Customer Service and Fulfillment
- Customer enquiries are answered and actioned promptly with a high level of care.
- Errors and problems with orders are identified and resolved promptly.

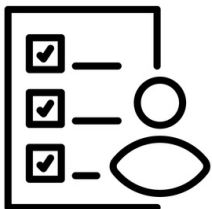
KEY SELECTION CRITERIA

THE IDEAL CANDIDATE HAS (KEY SELECTION CRITERIA)

- eCommerce management experience in an online eCommerce organisation with exposure to building an eCommerce strategy (platforms, strategy, product)
- Experience in customer service (best practice, process and refinement)
- Experience in fulfillment (stock, inventory, optimisation, auspost)
- The ability to work autonomously within a team environment and to manage multiple projects to tight deadlines.
- Experience with eCommerce platforms such as Shopify, AusPost Business, Ready to Ship.
- Understanding of contemporary best practice in eCommerce
- Experience in leading a small team
- 2 or 3+ years of digital or eCommerce management experience
- Demonstrated passion for Minus18's mission to improve the lives of LGBTQIA+ youth

ROLE REQUIREMENTS

1. A Victorian drivers license. Regular access to a car is desired but not required.
2. A successful Police Background Check and Working With Children Check (WWCC) are required for this role. These can be obtained once an offer of employment is made, and before role commencement.
3. Proof of full COVID-19 vaccination status.



We've provided a significant amount of information about this role to support your application process, and give you a full understanding of what you're applying for.

Research shows that men apply to jobs when they meet an average of 60% of the criteria, while other genders (and intersecting identities) tend to only apply when they check every box. If you think you have what it takes but don't meet every single criteria above, we would still love to hear from you.

HOW TO APPLY

INSTRUCTIONS

To apply for this role, please send us the following:

- A copy of your CV
- A short pre-recorded video (max 5 min) introducing yourself, and briefly responding to the key selection criteria - recorded on your phone is fine. Please ensure this is uploaded to a 3rd party service (such as Youtube, Dropbox, etc) and shared via URL, not as an attachment.

Please email this to jobs@minus18.org.au and state the position title within the subject line.

Please ensure that only one email is sent.

APPLICATION CLOSE 30 NOVEMBER 2022

Please note we will be conducting interviews before applications close

PROCESS

Pre-Recorded Interview	First round, you are asked to submit a pre-recorded introductory interview, responding to the key selection criteria
Live Interview/s	Successful candidates will be invited to a live interview with the team. These will be conducted face to face or online
Reference Check	Successful candidates will undergo a reference check, Working With Children Check and Police Background Check.

Minus18 is committed to promoting and advancing equal opportunity for LGBTQIA+ people, especially LGBTQIA+ people in our strategic priority groups (People of Colour, Aboriginal & Torres Strait Islander people, and people with culturally or linguistically diverse backgrounds). We encourage people in our strategic priority groups to apply, and to let us know if any special assistance is required during the application process (including barriers to recording and uploading your video).

Need assistance? JobAccess includes help finding work, changing jobs, accessing DES providers and workplace modifications to help you find / maintain employment. Please email meg.an@minus18.org.au your questions <https://www.jobaccess.gov.au/people-with-disability/available-support>

ABOUT US



AUSTRALIA'S CHAMPIONS FOR LGBTQIA+ YOUTH

THE MINUS18 FOUNDATION

Minus18 is Australia's charity improving the lives of LGBTQIA+ youth. We support LGBTQIA+ young people through events and digital platforms, and provide fee for service LGBTQIA+ inclusion training to schools, businesses and community organisations. Since 2011 over 100,000 young people have engaged in these services across Melbourne, Sydney and Adelaide, and millions more via digital platforms. We're a rapidly growing team of 16 staff.

WHY WORK WITH US?

Our dynamic start up culture and period of growth means your ideas have a big impact on the whole organisation and its future.

Social Impact is at the forefront of everything we do. There's nothing better than seeing the result of your work put a smile on the face of an LGBTQIA+ young person and community.

You will work with a high performing team of passionate young people and young adults; and be part of a larger vibrant youth movement inspiring the leaders of tomorrow.

OUR TEAM

Meet our team here: <https://www.minus18.org.au/our-team>