



## Dundee Contemporary Arts

<b>Job Profile:</b>	E-commerce & Inventory Assistant
<b>Job Purpose:</b>	To contribute to the smooth running and success of DCA's online shop through effective administration, data entry and communication with colleagues, while also providing key assistance with inventory management. Combining in-depth knowledge of DCA's retail offer, digital aptitude and excellent organisational skills, the E-commerce & Inventory Assistant will also deliver a professional, consistent and outstanding level of customer service when interacting with customers remotely or in person and support retail operations in DCA Shop when required.
<b>Key Outputs &amp; Accountabilities:</b>	<ul style="list-style-type: none"><li>• Maintain thorough knowledge of all retail stock (including pricing and cost information) and DCA suppliers</li><li>• Perform efficient and precise data entry, utilising strong digital and IT skills</li><li>• Monitor DCA's online shop platform, ensuring information is up to date and correctly presented</li><li>• Process website orders, online order enquiries and customer returns, demonstrating high levels of timely and effective customer service</li><li>• Liaise with DCA's Communications team and Editions Manager, where appropriate, when responding to customer queries and performing website data entry</li><li>• Ensure product updates and sales events are prepared and scheduled to agreed deadlines, communicating with the Communications team to confirm all relevant content is proofed and ready to be published online</li><li>• Maintain up to date knowledge of general distance selling regulations and GDPR legislation</li><li>• Support DCA's Retail Supervisor/Sales &amp; Retail Manager by generating sales reports and performing inventory analysis when directed</li></ul>

	<ul style="list-style-type: none"> <li>• Assist the Retail Supervisor with ongoing physical organisation of inventory, helping to ensure stockroom standards are consistently maintained</li> <li>• Monitor packaging supplies and liaise with the Retail Supervisor/Sales &amp; Retail Manager to ensure that packing materials are well stocked to prevent service disruption</li> <li>• To keep abreast of online targets and to maximise all opportunities to achieve them by carrying out admin and fulfilment tasks effectively</li> <li>• Assist with the audited control of retail stock, including undertaking stock checks, checking in stock deliveries and updating online databases</li> <li>• Maintain excellent knowledge of DCA and its diverse programme</li> <li>• Maintain a thorough and practical knowledge of DCA's emergency procedures, health and safety procedures and their effective execution</li> <li>• Record retail transactions through the efficient and proper use of electronic point of sale (EPOS) equipment</li> <li>• To perform reconciliation and preparation of cash floats and income for banking when required, maintaining established audit and admin controls in accordance with DCA procedures</li> <li>• Assist with the delivery of shop related events and activities</li> <li>• To undertake any other duties commensurate with the level of the post, as may be reasonably required</li> </ul>
<b>Reports to:</b>	Retail Supervisor/Sales & Retail Manager