

Position Description Marketing and Online Shop Coordinator, Nature Play SA



Role: Marketing and Online Shop Coordinator

Employment Type: Part time, 20 hours per week, 12 month contract

Reports to: Marketing and Communications Manager, Nature Play SA

Position summary

The Marketing and Online Shop Coordinator is a part-time position that forms part of a dynamic and passionate team. The role is responsible for managing, coordinating and creatively curating the Nature Play SA online shop. It also entails providing creative input into strategies and campaigns that complement Nature Play SA's overarching Marketing Strategy. It requires building and maintaining relationships with suppliers, stockists, customers, and stakeholders.

The role requires a high level of organisation, efficiency, financial accountability and reporting, the use of e-commerce software, and knowledge of marketing strategies and customer service life cycles.

Roles and responsibilities

1. Manage and coordinate the Nature Play SA online shop including stock procurement, processing orders, packing, dispatching, collections and returns, storage of stock, and monthly/annual stocktake of all products.
2. Contribute to the development, implementation, and review of creative and innovative opportunities and marketing strategies to increase sales and promotion, enhance campaigns, build the profile the shop, and increase customer base.
3. Maintain e-commerce software/platforms, web interface and backend for the Nature Play SA shop and ensure it is updated, accurate, and functioning as needed
4. Provide monthly and annual, or upon request, budgetary and stock figures in an efficient and timely manner
5. Build and maintain relationships with product suppliers, customers, stockists (for Nature Play SA's products), and other relevant parties.
6. Manage the budgets in accordance with financial targets and limitations set
7. Manage all phone, email, and in-person customer queries, issues or complaints in a friendly, timely and efficient manner
8. Contribute to team culture by embracing corporate values, ongoing professional development, and providing assistance on an 'as needs basis' throughout the year
9. Contribute to fulfilling and reviewing the recommendations within Nature Play SA's Reconciliation Action Plan

Qualifications and essential requirements

- First Aid
- DCSI clearance
- Catholic Education Police Clearance
- Mandatory Reporting
- Current drivers license

Experience

Essential

- Experience in E-commerce platforms such as WooCommerce, WordPress, and Stripe/Square
- Experience with online sale strategies
- Demonstrated ability to work independently and within a team setting and to do so under pressure whilst meeting multiple deadlines
- Customer service experience

The position is offered as a 1 year fixed term as Nature Play SA is reliant on grants and sponsorships, however it is anticipated this role will be ongoing. The role is part-time, 20 hours with workdays negotiable.

If you are passionate about helping children to connect to nature, and would like to be part of our organisation, Nature Play SA then please send your CV and cover letter outlining how your skills and experience fit the above criteria to info@natureplaysa.org.au

Or for further information please contact Jason Tyndall on [08 8490 0868](tel:084900868).

Applications close: COB Friday 15th July