

Longacres Garden Centres **Bagshot**

Order Fulfilment Processor

Job Advert



Longacres Garden Centre is family-run and the business has grown to include six stores in the South East of England. From a few employees in 1979 to over 700 employees in 2024, Longacres is a growing company with opportunities for staff to develop and learn. Our diverse team is friendly, supportive and inclusive. We value our loyal customers, high quality products and ability to offer competitive prices.

Working with our Fulfilment team, the Order Fulfilment Processor is a key role that assists the Order Fulfilment management team with the daily administration of all aspects within the department. If you have previous experience working within the warehouse industry, then we would like to hear from you.

Responsibilities would include: -

- Assist in managing the marketplaces including uploading stock inventory information, listing creation and customer service.
- Reviewing customer requests for order changes & cancellations, updating inventory levels.
- Providing customer service support to other departments to ensure smooth operations.
- Maintaining accurate records of orders, tracking data, and providing insights into orders and processes within the department.
- Coordinating with other departments both internal and external, such as couriers, warehouse, and customer service, to ensure smooth order processing and delivery.
- Identifying opportunities to streamline processes and improve efficiency within the order fulfilment department.
- Organising and maintaining all paperwork related to order fulfilment, such as invoices, packing slips, and shipping documents.
- Communicating with courier services when needed to schedule pickups, track shipments, and resolve delivery issues with the customer service team.
- Informing customer service about the shipping status of their orders, providing tracking information, and updating them on any changes or delays.

Nice to have:

- Good interpersonal skills, confidence, and ability to approach customers.
- Proficiency in Excel, Email Suites and general computer programs is essential.
- Attention to detail, accurate order processing and meticulous record-keeping.
- Capable of prioritising tasks based on urgency and importance.
- Comfortable with being on your feet, being hands on and getting stuck in.
- Willingness to learn new skills and adapt to evolving processes.
- Experience: Previous experience in order fulfilment, logistics, or customer service is preferred but not essential.

Benefits

- Free onsite parking
- 15% Staff discount
- Training and development with opportunities to forge a career with us
- Holiday entitlement, including bank holidays
- Benefits/Recognition platform
- Pension plan

Store: Bagshot

Department: Order Fulfilment

Contract: Full time

Includes: Weekends

Hours: 40 hours per week

If you are interested in applying for this position, then please email your CV with a covering letter to recruitmentadvisor@longacres.co.uk