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Marketing and Customer Service Assistant – Job Description

Who are we?

Auskin Group Ltd is a leading company, sourcing, designing, manufacturing and distributing quality natural fibre and sheepskin products to the highest standard.

Headquartered on the Gold Coast, Auskin own and operate tanning, manufacturing and design facilities and have sales offices around the globe: Australia, USA, Europe, New Zealand, Japan and China.

Our Values:

- To trust and empower
- Improvement
- Respect and Team Work
- Recognition and Reward

Who are you?

We are looking to hire an enthusiastic Digital Marketing Assistant to assist in the launch and ongoing management of a new online homewares brand, (it's still top secret, so we can't tell you what it is just yet). You will be reporting directly to the Group Marketing Manager and will be assisting with all brand and online retail related tasks.

You will be required to perform administrative tasks, manage the customer service process and communication, social media management and foster incredible relationships both internally and with our online community.

To ensure success in this role you should have a knowledge of current digital marketing techniques, excellent interpersonal skills and be able to work to tight deadlines. You will need to be passionate about our customers, love the digital space and bring an energy to our office.

Our new brand will launch in March/April 2020 and we will need an exceptional candidate to help launch and the ongoing management of this new online brand.

Responsibilities:

- Social Media – compose and post online content for all social channels. Manage and respond to all social media questions and respond in the brand voice to queries and comments and community management.
- Managing our customer service process and answering all email, social and web queries and enquires.
- Manage the returns and exchange process and ensure that all orders are tracked in our system and stock managed with our warehouse and online inventory lists.
- Prepare promotional calendar and assist in the development of the content calendar.
- Build strong relationships with all customers and internal stakeholders.
- High energy and ability to work in a small team.
- Attention to detail and the ability to solve problems and think outside the box.



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Requirements:

- In-depth knowledge of digital marketing techniques
- Proficient in MS Office and Marketing Software
- Mailchimp and Wordpress knowledge would be advantageous
- Graphic design skills highly desired
- SEO experience highly desired
- Knowledge of CRM tools, Google Adwords, Facebook and online analytics.
- Ability to multi-task and meet strict deadlines.
- Excellent communication and interpersonal skills.
- Demonstrated ability to proactively build relationships with existing customers/clients, peers, and colleagues.
- Ability to work autonomously, to manage own time and prioritise demands.
- You must have the right to work full time in Australia.

Reporting Structure:

Direct into the Group Marketing Manager, based in the office.

Hours:

We are seeking a candidate who can fill this role on a full-time basis, however we openly support flexible hours and will consider part time.

The \$55k salary will be allocated on a pro rata basis.

Only successful applications will be contacted.