



ia Industrial Ancillaries

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E-commerce Administrator

Job Title: E-commerce Administrator

Location: Chesterfield, Derbyshire S44 5JX or Dyce, Aberdeen AB21 0GL

Job Type: Full-Time

Working Hours: Monday to Friday 8.30am to 5pm

About Us:

Industrial Ancillaries Ltd are an independent family owned Industrial Supplies and Engineer's Merchant and have been providing a *Service to Industry* since 1969.

We are a dynamic and customer-focused company dedicated to providing exceptional service and support to our clients. We are looking for a friendly and proactive Customer Services Administrator to join our team and help us maintain our high standards of customer satisfaction.

Our Head office and national distribution centre is in Chesterfield, where we ensure next-day delivery across the UK from our large stock inventory, we also operate a sales office in Aberdeen.

Industrial Ancillaries are proud to be accredited with ISO 9001, ISO 14001 and ISO 45001 and hold many other accreditations to support our commitment to quality services and environmental awareness.

Our wide range of products covers many areas of industry but our main focus is on the *Fluid Power* and *Compressed Air* industries.

Key Responsibilities:

- **Website Management:** Oversee the day-to-day operations of our e-commerce website, ensuring it is up-to-date, user-friendly, and fully functional.
- **Product Listings:** Manage product listings, including adding new products, updating descriptions, pricing, and images. Ensure all product information is accurate and optimized for search engines.
- **Sales and Promotions:** Assist in planning and executing online sales campaigns, promotions, and special offers. Monitor the effectiveness of marketing strategies and suggest improvements.
- **Analytics and Reporting:** Track and analyse website performance metrics, sales data, and customer behaviour. Prepare regular reports for management to inform business decisions.
- **Technical Support:** Troubleshoot and resolve technical issues related to the e-commerce platform. Liaise with IT support and external vendors as needed.
- **Compliance:** Ensure the e-commerce site complies with legal requirements, including data protection and privacy regulations.



Qualifications:

- **Education:** GCSE in English and Maths
- **Experience:** Previous experience as an E-commerce Administrator is preferred but not required as training will be provided.

Skills:

- Excellent communication and interpersonal skills.
- Strong problem-solving abilities.
- Ability to work in a fast-paced environment and handle multiple tasks simultaneously.
- Proficiency in using customer service software and tools.
- Patience and empathy when dealing with customers.

Benefits:

- Salary of £24,500
- Annual leave of 24 days plus bank holidays
- Opportunities for professional development and career growth.
- A supportive and friendly work environment.

Other Information:

- Parking is available at both sites
- Good Public transport links to both sites
- Bike storage and changing facilities available at both sites

How to Apply: Please submit your CV and cover letter detailing your qualifications and experience to recruitment@indanc.com

