



Job Advertisement:

Retail & Warehouse Manager

Company: Downunder Pilot Shop & Flight Experience Sydney

Location: Bankstown Aerodrome, NSW

Employment Type: Full-Time (40 hours/week)

Start Date: Immediately (With some flexibility)

About Us

Located at the bustling Bankstown Aerodrome, **Downunder Pilot Shop** and **Flight Experience Sydney** provide premium aviation products and experiences. We are looking for a dedicated and highly organized **Retail & Warehouse Manager** to lead our team, oversee daily operations, and drive business growth.

Websites:

<https://downunderpilotshop.com.au/>

<https://sydney.flightexperience.com.au/>

The Role

As the Retail & Warehouse Manager, you will serve as the primary intermediary between the company Directors and the shop staff. You will be held strictly accountable for efficient daily store operations, translating directives into actionable tasks, managing communication with clients, and ensuring the seamless flow of product orders from our suppliers directly to our customers. This role blends hands-on retail management, warehouse organization, and continuous e-commerce maintenance.

Key Responsibilities

- **Retail & Customer Service:** Maintain a clean, organized, and professional shop environment (displays, shelves, counters). Provide excellent customer service, product advice, and appropriate upselling. Promptly action customer emails, return calls, and manage product returns.
- **Team Leadership & Supervision:** Manage and support staff, including delegating daily tasks, organizing lunch breaks, and rostering. Deliver ongoing coaching in product knowledge and customer service.
- **Inventory & Warehouse Management:** Oversee our Product Manager to coordinate

supplier orders. Manage Pick & Pack operations, conduct regular stock-takes to investigate discrepancies, and actively maintain and improve warehouse processes.

- **E-Commerce & Website Maintenance:** Regularly review the website catalogue for improvements (e.g., proper categorization, quality images, formatting, missing info). Ensure accurate product barcodes and weights for checkout. Update the SFC Kit Builder with new Airservices products and manage AIP 12-month subscriptions.
- **Business Development & Marketing:** Communicate weekly with the Marketing team regarding promotions and content. Keep an eye out for new brands, products, and supplier opportunities. Monitor and follow up on fulfilled but unpaid orders.
- **Store Operations & Reporting:** Act as the first point of contact for daily operational hurdles, staff grievances, and customer escalations. Ensure adherence to safety protocols and statutory regulations. Provide Directors with regular updates regarding KPIs and sales targets.

Requirements

- Proven experience in retail management, team leadership, or a supervisory role.
- Strong organizational skills with a keen attention to detail regarding inventory management, warehouse logistics, and website maintenance.
- Excellent communication and problem-solving skills, with a track record of resolving customer and staff issues efficiently.
- Ability to maintain a professional, positive team culture and uphold safety and compliance standards.
- Availability to work a flexible 40-hour week (Ideal for us would be Tuesday to Saturday, but this is flexible).
- An interest or background in the aviation industry is highly regarded.

What We Offer

- **Competitive Base Salary:** Negotiable based on experience.
- **Bonus Structure:** Quarterly performance bonuses tied to overall company sales growth.
- **Leave Entitlements:** 4 weeks of paid annual leave per year, plus personal and compassionate leave.
- **Dynamic Work Environment:** A unique and exciting workplace located directly on the Bankstown Aerodrome precinct.
- **Growth Potential:** As a fast growing company with endless opportunities ahead, this position has plenty of growth potential for the right person.

How to Apply

If you are a motivated leader eager to take charge of a unique retail environment that also has great growth potential, we want to hear from you. Please submit your resume and a brief cover letter outlining your relevant experience and suitability for this position to:

admin@downunderpilotshop.com.au