

E-COMMERCE ASSISTANT

Eye Solutions | Innovative Eye Care

Innovative. Excellence. Care.

ABOUT THE ROLE

At Eye Solutions, our E-Commerce Assistants play a vital role in delivering exceptional customer experiences through accurate order fulfilment, inventory management, and outstanding customer support. As part of Innovative Eye Care's growing e-commerce division, you will help ensure customers receive their products efficiently, accurately, and with the highest level of service. This role combines customer service, logistics, inventory management, digital systems, and operational support within a growing online business.

WORKING HOURS

- Monday to Friday
- 8:00am – 11:00am
- Casual or PT options available
- Location: 300 Wakefield Street, Adelaide.
- Opportunities for additional hours and responsibilities as the business continues to grow

KEY RESPONSIBILITIES

Customer Service & Customer Experience

- Respond to customer enquiries via email in a professional and timely manner.
- Support customers throughout their purchasing journey.
- Deliver positive customer experiences that encourage loyalty and repeat business.

Order Fulfilment & Inventory Management

- Process customer orders accurately and efficiently.
- Prepare and dispatch orders.
- Monitor stock levels and assist with inventory management.
- Support supplier communications and stock replenishment.

E-Commerce Operations

- Update product listings and website information.
- Support e-commerce platform management activities.
- Maintain product data accuracy and website presentation.

Marketing, Growth & Teamwork

- Support promotional activities and digital marketing initiatives.
- Assist with website and social media content updates.
- Participate in ongoing training and continuous improvement.

CAREER PATHWAY & PROFESSIONAL DEVELOPMENT

This role provides a structured pathway towards:

E-Commerce Fulfilment Assistant → E-Commerce Coordinator → E-Commerce Manager

You will gain exposure to customer service, inventory control, supplier coordination, e-commerce operations, digital marketing support, and business growth initiatives.

WHY JOIN EYE SOLUTIONS?

- Structured career progression within a growing e-commerce business
- Ongoing training and professional development
- Exposure to logistics, inventory management, and digital marketing
- A collaborative and supportive workplace culture
- A values-driven team focused on Innovation, Excellence, and Care