

# Readings



## Position Description - Online Fulfilment Officer

### Position details

Employment Type: Casual  
Reports To: Online Fulfilment Manager  
Location: Head Office, West Melbourne  
Document Reviewed: September 2025

### Position overview

Working as part of our passionate Online Fulfilment Team and reporting to the Online Fulfilment Manager, the Online Fulfilment Officer plays a crucial role in getting books into the hands of readers across Australia.

You'll handle all aspects of online order fulfilment - from receiving stock to carefully packing orders and ensuring they reach customers safely. You'll also help maintain our efficient warehouse operations.

### Duties and responsibilities

Working with care and attention to detail, you'll ensure accurate and efficient service delivery while following OH&S guidelines.

### Order fulfilment & packing

- Prepare orders for shipping by selecting correct items and using appropriate packaging to ensure books arrive safely

- Handle special requests including gift wrapping, gift notes and other customer instructions with care
- Process packages through shipping systems, ensuring correct labelling and checking packing quality
- Pick stock from warehouse inventory and allocate to orders efficiently and accurately, involving walking throughout the warehouse, lifting books and packages, and operating trolleys

### **Stock management & receiving**

- Receive and process stock transfers from Readings shops and supplier deliveries, including physical handling of stock boxes and packages
- Allocate items to orders promptly, managing any specific shipping or order requirements
- Keep work areas organised, safe and well-stocked, including end-of-shift tidying and restocking of packaging supplies
- Move stock and equipment around the warehouse as required using trolleys and manual handling techniques

### **Customer service & research**

- Provide phone and email customer service support, if required
- Organise stock transfers according to Readings procedures
- Help solve order queries and ensure customer satisfaction

### **General responsibilities**

- Maintain workplace safety by following all OH&S requirements and safe manual handling procedures
- Support team operations and collaborate effectively with colleagues
- Undertake other duties as assigned by your manager
- Participate in workplace safety training and apply safe work practices at all times

## **Knowledge/experience/attributes:**

### **Essential:**

- Excellent attention to detail and problem-solving abilities
- Strong communication and interpersonal skills
- Proven ability to work collaboratively as part of a team
- Excellent time management with ability to prioritise tasks and manage varied workloads
- Ability to work effectively with different software platforms
- Physical capability to perform warehouse duties including standing for extended periods, lifting packages up to 15kg, bending, reaching, and manoeuvring trolleys and equipment

### **Desirable:**

- Experience in online order fulfilment, dispatch or warehouse environments
- Background in book or music retail
- Experience with Circlesoft and/or Star Ship It or similar systems

## **Relationships**

Internal: Online Fulfilment Manager and team members, buyers, receiving staff, customer service team, and staff across the Readings  
External: Customers, suppliers, and delivery partners