



Rafi's Spicebox Mail Order Assistant Job Description

We're searching for conscientious people to work alongside our friendly team in our mail order unit. The main job role is the efficient production and distribution of our curry packs and other products, providing excellent customer service through e mails and over the phone. Applicants must be comfortable working in a warehouse environment.

- Location: Mail order unit (10 minutes from York city centre)
- Full time permanent position
- £7.25 per hour
- 37.5 hours per week (Monday to Friday, but may include some weekend work)
- Holidays – 21 days per annum, plus bank holidays

Key role responsibilities included:

- Batch production of curry packs and other products
- Picking and packing products into boxes to fulfil individual orders
- Administrative tasks such as record keeping, stock taking, website updating
- Checking and responding to emails/ voicemails from online customers or trade customers in a clear and professional manner.
- Support your line manager with any other mail order duties
- Maintaining clean work and communal spaces

An Ideal Candidate:

- Engagement with and enthusiasm for our business concept and ethos.
- The ability to complete tasks efficiently and with dedication.
- The ability to concentrate on delicate tasks for an extended period of time.
- A high level of organisation including the ability to effectively prioritise complete tasks to a deadline and maintain a clean workplace environment.
- Good observational skills and attention to detail both in manufacturing products and ensuring procedures are followed correctly.
- The ability to take initiative and work unsupervised with a high level of quality.
- Good teamwork skills including the ability to accept direction from other staff members and supervisors.
- Passionate about food

About Rafi's Spicebox

We are an independent, family run business. We have four retail sites and a mail order department, where we sell our hand-made spice blends, for home cooked Indian dishes. A wide range of interesting products and offer customers cooking advice, tips and recipes. Along with this we also run cooking demonstrations, workshops, pop up events and appear at food shows and markets.

We are committed to ensuring the welfare and development of our team. We are also passionate about creating an interesting and positive work environment; you would be working in a small, friendly team, where you are able to contribute to the development of our mail order department.

Please email completed application forms to Louise at landerson@spicebox.co.uk