



# ROMERILS

## JOB DESCRIPTION PRODUCT CONTENT ASSISTANT

### MARKETING DEPARTMENT

#### Our Vision

In our retail home interiors, trade centre and ecommerce businesses our vision is to be the 'Best of the Best' in customer service. We know and engage with our customers, which gives us knowledge on delivering what they want.

'Best of the Best' is at the heart of all we do, and we aim to achieve this through the excellence of our people.

#### Our People

To be able to deliver our vision, we need self-motivated, passionate people who can offer quality customer service whilst performing with honesty and integrity. We provide a friendly, enjoyable, and supportive work environment.

#### The Department

The Marketing department within the business exists to maximise sales via marketing activity and website sales.

#### The Role

We're looking for a detail-oriented and digitally confident Product Content Assistant to support the day-to-day management of Romerils.com. This is a digital-first role with a strong focus on product uploads, data accuracy, and imagery optimisation.

While training will be provided, it requires someone comfortable working with systems, data, and structured processes from the outset. You'll also work closely with internal teams to ensure product and pricing accuracy across the business.

#### The main responsibilities of the role are:

- Sales and Customer Service
- Stock management

#### Reporting lines

Reports to the Marketing Manager, or Marketing Executive

#### Standards

- ✓ Every employee is expected to be honest and trustworthy in their dealings with customers, colleagues and the company.
- ✓ Nothing less than excellent customer service is acceptable with both external and internal customers.



### **Site Content & Updates**

- Update on-site banners
- Assist with basic site edits using Flatsome (headers, footers, content blocks)
- Add SEO-friendly content to category and brand pages

### **Pricing, Promotions & Seasonal Activity**

- Update pricing and product details
- Set up and manage coupons and promotional offers
- Support seasonal campaigns (e.g. sales events) and ensure products are correctly merchandised
- Generate and export basic sales reports

### **Systems & Accuracy**

- Cross-check orders between the website and BisTrack system
- Support consistency and accuracy across platforms

### **Changes**

Because of the diversity of our business, this job description will inevitably change. There will be the need, from time to time, to undertake other activities of a similar nature that fall within the capabilities of the role holder, as directed by management.