

e-Commerce Operations Associate

Job summary

- Should be able to execute tasks assigned without error and by due date. Knowledgeable about how to sell on Amazon and other selling platforms and be able to identify and resolve issues with supervision. Be able to cover the majority of operational tasks and prepare to be a team member that contributes outside of the training given to them.

Supervisory Responsibilities

- None

Duties / Responsibilities

- Perform entry-level administrative support to the data entry function with high volumes of work
- Monitor and manage orders, stocks, inventory, listings, sales activity, cases, etc. and perform analysis
- Keep daily logs/sheets/documents up-to-date
- Review and manage customer feedback
- Collaborate with other departments to update contents and request images
- Run advertising campaigns and manage budget including managing coupons and promotions
- Identify and troubleshoot issues related to e-commerce operations
- Detail page optimization
- Responsible for SEO activities
- Other duties as assigned

Required Skills / Abilities

- Self-starter with excellent communication and interpersonal skills
- Strong organizational skills with the ability to multitask and meet deadlines
- Intermediate proficiency in Microsoft Office Suite or Google Suite
- Intermediate proficiency in written and spoken English
- Ability to execute tasks accurately and follow directions
- Must be a team player and work cohesively within organization
- Show proactiveness in completing the given job duties
- Time management/prioritization skills

Position Detail

- This position requires work onsite.

Education and Experience

- Individuals pursuing an undergraduate degree, preferably with a concentration in Bachelor's degree in business administration, communications, marketing or e-commerce related field

Physical Requirements

- Must be able to remain in a stationary position over 70% of the time and constantly operate a computer and other office productivity machinery, such as a computer, calculator, copy machine, and computer printer.
- The person in this position frequently communicates with business partners and employees within and outside the department. Must be able to exchange accurate information in these situations.
- Must be able to lift up to 10 pounds