

## E-COMMERCE EXECUTIVE

### Job Description

- Picking and packing orders correctly and adhering to packing guidelines
- Processing and coordinating daily online orders, deliveries and returns of customer orders for e-commerce platforms (Qoo10, Shopee, Lazada, Pandamart & etc)
- Ensuring the fulfilment of customers' orders for assigned delivery services
- Replying customers in a timely and professional manner; ensuring Customer Service Level is maintained at high levels for all platforms
- Resolving any operational issues for online marketplaces
- Monitoring inventory and request for stocks when necessary
- Key account management of ecommerce platforms
- Managing monthly sales and promotions of platforms to meet monthly sales targets
- Executing other ad-hoc duties as required by Management from time to time

### Job Requirements:

- Experience in packing orders and handling e-commerce platforms/systems (eg. Lazada, Shopee, Qoo10, Pandamart/Grabmart, etc.)
- Experience in liaising with delivery companies (j&t, ninjavan, uparcel etc)
- Excellent organizational, interpersonal and communication skills
- Proactive, resourceful and excellent team player
- Ability to work independently and be self-driven within a team structure
- Cross-functional capabilities – ability to hands-on with all teams
- Experience in Microsoft Office (Word, Excel)
- Diploma/Degree in Marketing / Business/ Other relevant courses is a plus
- Experience in food industry is a plus