

## E-COMMERCE SENIOR EXECUTIVE

### Job Description

- Key account management of ecommerce platforms
- Managing monthly sales and promotions of platforms to meet monthly sales targets
- Managing and updating websites and e-commerce platforms including creation of product listing images, crafting of product write-ups
- Designing banners and store decoration for various platforms
- Liaising and managing internal and external stakeholders, including cross-functional team and external vendors
- Monitoring and maintaining proper functionality of brand websites
- 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 update stocks for all platforms
- Assisting with packing of orders when required
- Executing other ad-hoc duties as required by Management from time to time

### Job Requirements:

- Must have experience handling e-commerce platform/systems, both front-end & back-end (eg. Lazada Shopee, Qoo10, Pandamart/Grabmart, etc.)
- Experience in liaising with delivery companies (j&t, ninjavan, uparcel etc)
- Skilled in Adobe Photoshop/Illustrator
- 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)
- Passionate and motivated for online sales
- Degree in Design/ Marketing / Business/ Other relevant courses is a plus
- Experience in food industry is a plus