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????? E-Commerce Associate

Description

We are looking for a highly motivated e-commerce associate to join our ecommerce team! This role would be focused on Order Processing at our North York office.

Responsibilities

- Manage and execute backend of Shopify store: sales, backorders and ETA emails.
- Conduct merchant fraud verifications on a daily basis.
- Manage our product inventory (upload new products, update existing products) as needed.
- Execute online sales and promotions.
- Monitor e-commerce sales performance and contribute to online marketing strategies.
- Order fulfillment for B2C online retail e-commerce channels: work collaboratively with order pickers.
- Liaise with vendors and provide customer service assistance as needed.
- · Proactive attitude with strong communication skills
- · Able to work independently and in a team.
- Processing online orders including the following:
- · Collaborate with online pickers, ensuring orders are getting picked on time
- Administer online orders, receive paperwork from pickers, outline items picked vs backorders
- · Communicating with customers via phone or email when order issues arise
- Reach out to suppliers for ETAs
- Communicate backorder ETAs with customers, suggest alternatives
- · Collaborate with online pickers, ensuring orders are getting picked on time
- Administer online orders, receive paperwork from pickers, outline items picked vs backorders
- Process orders and ensure the accounting department has correct paperwork to enter orders
- Date when pickings are printed and notify customers when order is ready for pick up
- Order fraud checks
- Strong customer service skills
- Attention to detail
- · Proactive with strong communication skills/interpersonal skills

Qualifications

- Minimum 1-year experience with Shopify.
- BONUS: Experience with online Marketplaces (Amazon, eBay, Walmart, Bestbuy, etc) is a bonus.
- Fully vaccinated against COVID-19

Hiring organization

Employment Type Full-time

Job Location North York, ON

Working Hours 8 hour shift

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Base Salary \$ 17 - \$ 23

Date posted

2021?11?17?

- Organized, able to multi-task and coordinate priorities
- Must have excellent professional English skills, both written and interpersonal.
- Positive personality, with excellent phone and customer service skills.
- Strong computer skills and ability to troubleshoot independently and adapt
- to new technology.
- Experience with Microsoft Office apps.
- Quick learner and self-starter.

Job Benefits

- Dental care
- Extended health care
- On-site parking
- Store discount
- Vision care

Contacts

Send your resume to intsconsulting.hr@gmail.com