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???? E-Commerce Associate

Hiring organization
INTS Consulting ????????

Employment Type
Full-time

Job Location
North York, ON

Working Hours
8 hour shift

Base Salary
$ 17 - $ 23

Date posted
2021?11?17?

Description

We are looking for a highly motivated e-commerce associate to join our e-commerce 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**
- 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