



<https://intscanada.com/job/%e9%a3%9f%e5%93%81%e5%85%ac%e5%8f%b8-3/>

## ?? ?? E-Commerce Associate

### 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.

### Hiring organization

INTS Consulting ???

### Employment Type

Full-time

### Job Location

North York, ON

### Working Hours

8 hour shift

### Base Salary

\$ 17 - \$ 23

### Date posted

20211117

- 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](mailto:intsconsulting.hr@gmail.com)