

# E-commerce operation

### Global working environment (Fashion)

### Job Information

#### Recruiter

en world Japan K.K

### **Hiring Company**

Foreign Fashion Brand

### Job ID

1463924

#### Industry

Apparel, Fashion

#### **Company Type**

International Company

### Non-Japanese Ratio

Majority Japanese

### Location

Tokyo - 23 Wards

#### Salary

3.5 million yen ~ 5 million yen

## Refreshed

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# General Requirements

## **Minimum Experience Level**

Over 1 year

### **Career Level**

Entry Level

## Minimum English Level

**Business Level** 

### Minimum Japanese Level

Fluent

## **Minimum Education Level**

Technical/Vocational College

### Visa Status

Permission to work in Japan required

# Job Description

### 1. Order Fulfillment and Inventory Management:

- Supervise the end-to-end order fulfillment process, from order placement to delivery, ensuring accuracy and timeliness.
- Implement and maintain effective inventory management practices to prevent stockouts and overstock situations.

## 2. Logistics and Shipping:

- Coordinate with logistics partners to optimize shipping processes and minimize delivery times.
- · Monitor shipping costs and negotiate contracts with carriers to ensure cost-effective and efficient transportation.

### 3. Website Maintenance and Optimization:

- Collaborate with the IT and web development teams to ensure the online platform is updated, user-friendly, and responsive.
- Implement strategies to enhance the online shopping experience, including streamlined checkout processes and mobile optimization.

#### 4. Customer Service:

- Oversee customer service operations, addressing inquiries, resolving issues, and ensuring customer satisfaction.
- Implement and monitor customer feedback mechanisms to continuously improve the online shopping experience.

# 5. Analytics and Reporting:

- Utilize data analytics tools to track key performance indicators (KPIs) and generate reports on sales, inventory levels, and customer behavior.
- · Analyze data to identify trends, opportunities, and areas for improvement.

### 6. Cross-functional Collaboration:

- Collaborate with marketing, sales, and IT teams to execute promotional campaigns, product launches, and other online initiatives.
- Ensure effective communication and alignment between different departments involved in the e-commerce process.

Company Description