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
November 15th, 2026 06:00

General Requirements

Minimum Experience Level
Over 1 year

Career Level
Entry Level

Minimum English Level
Business Level

Minimum Japanese Level
Fluent Level

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