



PR/096844 | E-Commerce Specialist

Job Information

Recruiter

JAC Recruitment Singapore

Job ID

1584291

Industry

Other (Manufacturing)

Job Type

Permanent Full-time

Location

Singapore

Salary

Negotiable, based on experience

Refreshed

April 14th, 2026 08:00

General Requirements

Minimum Experience Level

Over 1 year

Career Level

Mid Career

Minimum English Level

Native

Minimum Japanese Level

None

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

COMPANY OVERVIEW

A reputable multinational organization in the consumer electronics and home appliances sector, with a strong presence across both offline and digital retail channels. The company is highly regarded for its product quality, innovation, and customer-centric approach. With continued investment in e-commerce growth and omnichannel strategies, the organization offers a dynamic environment where employees can take ownership, drive impact, and grow professionally in a fast-evolving digital landscape.

JOB RESPONSIBILITIES

This role is responsible for managing day-to-day e-commerce operations, driving campaign performance, and enhancing customer engagement across multiple digital platforms. The position plays a key role in supporting both B2C and corporate sales programmes while ensuring operational excellence.

- Manage and optimize product listings across e-commerce platforms, ensuring accurate pricing, content, and inventory

levels.

- Coordinate with order fulfilment and logistics teams to ensure smooth order processing and on-time delivery.
- Execute online sales campaigns and promotions to drive traffic, conversion rates, and average order value.
- Plan and manage offline marketing initiatives such as roadshows and promotional events.
- Serve as the main point of contact for customer inquiries, complaints, returns, and refunds, ensuring positive brand experience.
- Manage Corporate Employee Purchase Programme (CEPP), including account onboarding, database upkeep, and programme expansion.
- Reconcile e-commerce transactions and work with Finance to resolve payment or reconciliation issues.
- Track and manage marketing budgets and funds, ensuring proper documentation and usage.
- Analyze sales performance, customer behaviour, KPIs, and competitor activities to identify growth opportunities.
- Prepare regular performance reports covering sales results, campaign effectiveness, and operational metrics.

JOB REQUIREMENTS

- Diploma or Bachelor's degree in Digital Marketing, Business, or a related discipline.
- Minimum 2 years of hands-on experience in e-commerce operations or digital commerce roles.
- Proven experience managing major e-commerce platforms such as Shopify, WooCommerce, Amazon, Lazada, or Shopee.
- Strong analytical capabilities, with working knowledge of Google Analytics or similar tools.
- Excellent project and time management skills, with the ability to prioritize effectively in a fast-paced environment.
- Strong problem-solving mindset with a customer-first attitude.
- Effective communication and interpersonal skills to engage internal stakeholders and external partners.

Working Location: Singapore

Ng Siew Thien (R22107842)

JAC Recruitment Pte. Ltd. (90C3026)

#LI-JACSG

Notice: By submitting an application for this position, you acknowledge and consent to the disclosure of your personal information to the Privacy Policy and Terms and Conditions, for the purpose of recruitment and candidate evaluation.

Privacy Policy Link: <https://www.jac-recruitment.sg/privacy-policy>

Terms and Conditions Link: <https://www.jac-recruitment.sg/terms-of-use>

Company Description