



## 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**

May 26th, 2026 13:00

### 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

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