



PR/160772 | E-commerce Manager - a leading Retail company

Job Information

Recruiter

JAC Recruitment Malaysia

Job ID

1603054

Industry

Retail

Job Type

Permanent Full-time

Location

Malaysia

Salary

Negotiable, based on experience

Refreshed

September 1st, 2026 03:00

General Requirements

Minimum Experience Level

Over 6 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

None

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

A leading MNC in the Retail Industry is hiring an E-Commerce Manager to lead their e-commerce strategy to accelerate online business growth and maximize sales across online channels.

Key Responsibilities:

- Formulate and implement strategic initiatives to grow the online business and achieve commercial objectives.
- Evaluate emerging market trends, consumer behaviours, and digital innovations to strengthen the company's e-commerce capabilities.
- Lead the ongoing management and enhancement of the e-commerce platform to ensure optimal performance and customer engagement.
- Improve website functionality, navigation, and overall user experience to drive traffic, conversion, and customer retention.

- Oversee online merchandising operations, ensuring accurate product information, compelling content, effective pricing, and promotional execution.
- Maintain product availability and assortment accuracy through effective catalogue and inventory management.
- Develop and execute digital marketing strategies across relevant channels to increase brand visibility, customer acquisition, and online revenue.
- Drive continuous improvements to mobile applications and digital touchpoints by leveraging customer insights and behavioural data.
- Enhance the end-to-end online shopping journey by identifying pain points and implementing solutions that elevate customer satisfaction.
- Analyse key business metrics, sales performance, and customer trends to generate actionable insights and support data-driven decision-making.

Requirements:

- Proven experience in an E-Commerce leadership role or in a similar digital commerce role.
- Bachelor's Degree in Business, Marketing, E-Commerce, or a related field.
- Strong understanding of e-commerce platforms, technologies, and industry trends.
- Proficient in web analytics tools and digital marketing platforms, with good knowledge of SEO, SEM, and online advertising strategies.
- Strong analytical, organizational, project management, and interpersonal skills.
- Experience in managing and improving e-commerce warehouse operations, including KPI tracking and productivity enhancement.
- Proven track record of optimizing logistics and fulfilment processes, driving operational efficiencies, or achieving cost reductions within the supply chain. Experience in managing third-party logistics (3PL) providers is an added advantage.
- Ability to work collaboratively in a fast-paced and dynamic environment.

#LI-JACMY

#stateKL

#countrymalaysia

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Company Description