

PR/161050 | Digital Projects & eCommerce Manager - Home Appliances

Job Information

Recruiter
JAC Recruitment Malaysia

Job ID
1611308

Industry
Retail

Job Type
Permanent Full-time

Location
Malaysia

Salary
Negotiable, based on experience

Refreshed
November 17th, 2026 07:00

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

COMPANY OVERVIEW

A leading direct sales and consumer products organization is seeking a **Digital Projects & eCommerce Manager** to drive the strategic development, optimization, and daily operational excellence of the company's core sales platforms (Digital Sales App & eCommerce platform). The Senior Project Manager will lead end-to-end digital transformation projects, oversee system and process enhancements, manage platform promotions, and collaborate cross-functionally with IT, Product, Design, and Marketing teams to ensure digital initiatives align with business goals, improve efficiencies, and maximize revenue Must be sensitive to market changes and able to propose strategic plans, projects, or promotions to improve company sales performance.

JOB RESPONSIBILITIES

- **Content & Catalogue Maintenance:** Coordinate with Product, Design, and Marketing teams to upload, update, and audit digital assets, product details, and marketing copy on the platforms on a regular basis
- **Promotion Execution & Setup:** Configure, test, and manage the availability of promotional codes, discount

schemes, and sales offers on the Digital Sales App and eCommerce platform.

- **First-Level Troubleshooting & Ticket Support:** Monitor user feedback, log technical bugs or operational issues reported by internal/external users, and resolve first-level platform queries.
- **IT Ticket Escalation & UAT Testing:** Liaise with the IT Department to escalate technical platform issues, track bug fixes, and conduct User Acceptance Testing (UAT) for system upgrades or enhancements.
- **Operational Data & Log Tracking:** Assist in gathering daily platform usage data, system error logs, and promotional performance statistics for regular department reporting.
- **Administrative & Project Support:** Provide administrative support for project activities, including scheduling vendor meetings, documenting meeting minutes, and preparing preliminary user guides or documentation.

REQUIREMENTS & QUALIFICATIONS

- Degree/Diploma in Business, Information Technology, Marketing, or equivalent practical experience
- Good understanding of eCommerce user flows, mobile applications, and digital customer touchpoints.
- Basic familiarity with Content Management Systems (CMS) and issue-tracking platforms (e.g., Jira, ServiceNow)
- Excellent leadership, stakeholder management, and interpersonal skills.
- Strong organizational and planning skills.
- Strong system administrative skills.
- Project management skills.
- Strong leadership skills.
- Min. 2 years of operational experience in eCommerce, app management, digital marketing, or IT support. Familiar to sales process (pre-sales & post sales).

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.

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Company Description