



## EC Specialist

### Job Information

**Recruiter**

[Cornerstone Recruitment Japan K.K.](#)

**Hiring Company**

German Luxury Brand

**Job ID**

1454798

**Industry**

Apparel, Fashion

**Company Type**

International Company

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards

**Salary**

Negotiable, based on experience

**Refreshed**

December 18th, 2024 02:00

### General Requirements

**Minimum Experience Level**

Over 3 years

**Career Level**

Mid Career

**Minimum English Level**

Fluent

**Minimum Japanese Level**

Fluent

**Minimum Education Level**

Bachelor's Degree

**Visa Status**

Permission to work in Japan required

### Job Description

**[JOB RESPONSIBILITIES]**

- Support to develop management day-to-day website(s) operations including site development, site functionality, order fulfillment, customer service, and merchandising.
- Perform site merchandizing to make sure assortment placement based on inventory on site is ideal for achieving sales target and growth.
- Plan and conduct digital marketing activities to obtain new customers while keeping high engagement with existing customers.

- Identify, track and resolve technical issues within our platform with global technology team.
- Participate in global E-commerce meetings/calls to provide valuable feedback and join strategy discussion.
- Help with offline E-commerce operations, including order/fraud reviews, check-out on systems and address customer inquiries, when needed.
- Support to manage fulfillment & customer service agency, enhance Customer Service and Customer satisfaction where needed.
- Oversee and ensure that order processing, distribution & returns processing is optimized experience for our customers.
- Use performance indicators including customer feedback, system reports, inventory reports and other KPIs and metrics to identify and drive improvements.
- Analyzing our official site web data, driving traffic, conversation and all web KPI performances.
- Assist in adhoc tasks or projects as needed.

#### **[REQUIREMENTS]**

- Prior ecommerce experience. (Working with global team is preferred)
- Must be able to communicate in English in reading, writing, and speaking.
- Familiarity with EC-related systems. (Salesforce, OMS/WMS, SAP, Google Analytics, POS etc)
- Must be team player, multi-task, well-organized, detail-oriented and proactively find the solution to meet the goal.
- Experience on creating and maintaining in 3rd party EC marketplaces is plus.
- Knowledge on SNS platforms such as Instagram/facebook and LINE, and understanding of business operations on those platforms is plus.
- Experience in utilizing HTML and JavaScript is plus.
- Love fashion, Luxury related industry.

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## Company Description

**Cornerstone Recruitment Japan is focused on placing bilingual professionals in a wide range of market leading companies.**

Focusing across all sectors, we leverages the network of our experienced consultants to provide both clients and candidates with high end service levels and most importantly results.

We are passionate about helping our clients in securing the best talent on the market, by introducing unique profiles who can give them the edge in an increasingly competitive recruitment market.

Established in 2019, in partnership with Cornerstone Global Partners and with investment from Morgan Stanley, Cornerstone Recruitment Japan strives to be the recruitment partner of choice for all Tokyo based clients and candidates.

### **Our Mission**

The Cornerstone. As every building requires a cornerstone, we believe people are the cornerstone of every great company. Our recruitment experts are passionate about bringing together great people with great companies.

### **Our Business Sectors**

- Accounting & Finance
- Financial Services
- Human Resources and Office Professionals
- Industrial
- Information Technology
- Legal & compliance
- Life Science
- Supply Chain & Procurement
- Marketing
- Sales

### **Our Services**

- **Contingency**

Many clients choose to utilize our success based contingent recruitment service. We take the time to fully understand the job brief before presenting a tailored shortlist of 5 to 6 candidates from our expansive existing network. This service comes with no obligation to hire and our clients only pay a fee when the successful candidate joins.

- **Retained**

Our retained service is particularly successful for clients with high profile/critical hiring needs, or niche searches that involve a significant amount of time unearthing candidates from outside our existing network. Clients who choose our retained service benefit from the introduction of exclusive headhunted candidates and top prioritization from the Cornerstone team.

- **Market Entry**

With a wealth of experience in the Japan market, our consultants have successfully helped many clients enter the Japan market. We can help you secure that critical first hire, as well as providing a consultation service, to make sure that your business is well prepared for all the initial hurdles it will face.