



WHITE RABBIT JAPAN

## E-commerce (Shop) Manager

Dynamic e-commerce space

## Job Information

**Hiring Company**

White Rabbit Japan G.K.

**Job ID**

1462873

**Industry**

Other (Distribution, Retail, Logistics)

**Company Type**

International Company

**Non-Japanese Ratio**

Majority Non-Japanese

**Job Type**

Contract

**Location**

Kanagawa Prefecture, Yokohama-shi Naka-ku

**Train Description**

Minatomirai Line, Motomachi Chukagai (Yamashita Kouen) Station

**Salary**

4 million yen ~ Negotiable, based on experience

**Work Hours**

10:00~19:00 残業は月平均10 - 20時間前後

**Holidays**

平日1日+日曜・祝 もしくは土日・祝日休み、年間休日約120日

**Refreshed**

July 26th, 2024 08:00

## General Requirements

**Minimum Experience Level**

Over 3 years

**Career Level**

Mid Career

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Business Level

**Minimum Education Level**

High-School or Below

**Visa Status**

Permission to work in Japan required

## Job Description

希望あれば正社員登用もあります。

## E-commerce Manager at White Rabbit Japan: Drive online sales, manage marketing campaigns, and optimize operations in Tokyo's dynamic e-commerce space. Join us!

Are you passionate about Japanese products and culture? Do you thrive in a fast-paced work environment? Do you value roles and responsibilities where your contributions have a big impact on the organization?

If so, now is the time to join White Rabbit Japan as our E-commerce Manager for OMGJapan.com

### Role Overview

As our E-commerce Manager, you will not just oversee, but evolve our entire e-commerce spectrum. You'll juggle various roles - from curating products and penning engaging product descriptions, to ensuring smooth order processing and customer interactions, to the astute management of inventory. Moreover, you will foster collaborative relationships with our Fulfillment, Engineering, and Bookkeeping teams, streamlining processes and implementing solutions.

### Key Responsibilities

- **Customer Engagement:** Offer top-notch customer support through email and live chat.
- **Product Management:** Identify, source new products, and craft persuasive product descriptions.
- **Order Management:** Process daily orders and liaise with the fulfillment team for precise and prompt order deliveries.
- **Inventory Management:** Ensure efficient procurement, receiving, and stock control.
- **Documentation Management:** Maintain and improve support documentation for our products and services.
- **Marketing and Campaign Management:** Create, manage, and optimize marketing campaigns, including content strategy, SEO, and SMO. Manage the social media accounts of the company. Collaborate with the Engineering team to continuously enhance systems and processes.
- **Website Enhancement:** Refine our website's design and UI/UX to boost revenue and user engagement.
- **Profit and Loss Management:** Responsible for the company's profit and loss, overseeing financial performance and making strategic decisions to maximize profitability.

Department: Operations

Locations: White Rabbit Japan HQ

Remote status: Hybrid Remote

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## Required Skills

### Minimum Qualifications

- A background in customer service or hospitality
- Exceptional copywriting skills
- A solid understanding of business math, ensuring sound and practical financial decisions.
- Prior experience in customer relationship management.
- Advanced level of Japanese (minimum N2 level)
- Strong self-management, effectively handling competing priorities, and consistently delivering results in a dynamic environment.

### Preferred Qualifications

- B2C E-commerce experience
- A talent for data analysis and visualization
- Experience with Shopify or other CMS systems.
- Proficiency in image creation and editing.
- Proficiency in business-level Japanese for effective communication, primarily conducted through emails, with Japanese vendors and shipping carriers.
- Proficiency in creating, managing, and optimizing digital marketing campaigns on platforms like Facebook and Instagram.
- Understanding of SEO principles.
- Strong interest in Japanese language books, stationery, snacks, and quirky products

### Work Environment:

- **Location:** Based at our bustling hub in Motomachi, Yokohama.
- **Dress Code:** Embrace casual comfort.
- **International Exposure:** Engage in a globally diverse work atmosphere.

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## Company Description