



E-commerce operation

Global working environment (Fashion)

Job Information

Recruiter

en world Japan K.K

Hiring Company

Foreign Fashion Brand

Job ID

1463924

Industry

Apparel, Fashion

Company Type

International Company

Non-Japanese Ratio

Majority Japanese

Location

Tokyo - 23 Wards

Salary

3.5 million yen ~ 5 million yen

Refreshed

January 24th, 2025 03:00

General Requirements

Minimum Experience Level

Over 1 year

Career Level

Entry Level

Minimum English Level

Business Level

Minimum Japanese Level

Fluent

Minimum Education Level

Technical/Vocational College

Visa Status

Permission to work in Japan required

Job Description

1. Order Fulfillment and Inventory Management:

- Supervise the end-to-end order fulfillment process, from order placement to delivery, ensuring accuracy and timeliness.
- Implement and maintain effective inventory management practices to prevent stockouts and overstock situations.

2. Logistics and Shipping:

- Coordinate with logistics partners to optimize shipping processes and minimize delivery times.
- Monitor shipping costs and negotiate contracts with carriers to ensure cost-effective and efficient transportation.

3. Website Maintenance and Optimization:

- Collaborate with the IT and web development teams to ensure the online platform is updated, user-friendly, and responsive.
- Implement strategies to enhance the online shopping experience, including streamlined checkout processes and mobile optimization.

4. Customer Service:

- Oversee customer service operations, addressing inquiries, resolving issues, and ensuring customer satisfaction.
- Implement and monitor customer feedback mechanisms to continuously improve the online shopping experience.

5. Analytics and Reporting:

- Utilize data analytics tools to track key performance indicators (KPIs) and generate reports on sales, inventory levels, and customer behavior.
- Analyze data to identify trends, opportunities, and areas for improvement.

6. Cross-functional Collaboration:

- Collaborate with marketing, sales, and IT teams to execute promotional campaigns, product launches, and other online initiatives.
- Ensure effective communication and alignment between different departments involved in the e-commerce process.

Company Description