



## 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**

November 15th, 2024 04:00

### 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.

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Company Description