

E-Store Specialist | IT People FZ LLC Dubai

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Company: IT People FZ LLC

Location: Dubai

Category: other-general

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Expertise in providing state-of-the-art IT products, IT infrastructure, IT consulting solutions and services. Dynamic team comprises of multiple nationalities spread globally with a strong process and domain orientation.

As a eStore Specialist for Samsung MENA, you will be responsible for maintaining the eStore content and product catalogues in the MENA region, with the purpose of ensuring a premium experience for online customers. You will work close with the regional eStore Manager, content teams and the local online teams based in each market. You will also be working with the technical teams to maintain site standards and new developments, and also resolve any technical challenges in displaying commercial content.

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- Collaborate closely with the online teams and regional creative agencies, keep product updates on schedule and handle promotion set up
- Manage and publish content in the e-commerce platform for product releases, landing pages, campaigns in alignment with the Content Manager
- Daily handling of eStore content and product catalogues
- Support in planning and releasing system enhancements to the eStore platforms
- Analyse product performance and recommend improvements to increase online sales
- Responsible for promotion set-up, price and merchandising content management on eStore platform
- Regular coordination with logistics and customer service teams to ensure customer

satisfaction

- Coordinate localization, translation and distribution of global content to regional stakeholders
- Regularly audit competitor activities on local and global level
- Benchmark global best practices and find insights for regional optimization strategy
- Manage customer reviews, FAQs and other feedback, and coordinate with operations

teams

- Able to produce and assess regular reporting for product and sales performance KPI's
- Incident handling in coordination with eStore Operations Manager
- At least 4 years' experience in a relevant e-commerce company or division
- Ability to handle multiple demands efficiently, while being well organized and maintaining high attention to detail
- A self-starter and eager learner who enjoys working both in groups and independently
- Comfortable interacting with technical and non-technical stakeholders
- Analytical skills to be able to track and generate data based insights
- Must possess good interpersonal skills in order to build strong positive business relationships
- Solid understanding of E-Commerce & Digital Marketing best practices (SEO, Social Media, UX, etc.)
- Possess an innovative, problem-solving, and solutions-oriented mindset
- Demonstrated ability to learn quickly, and manage change effectively
- Experience with eCommerce operations handling including platform management and fulfillment systems (experience with ticketing systems such as JIRA is a plus)

Qualifications (Experience, Education, Licensure & language skills)

- Bachelor degree in marketing or similar with at least 4 years of experience in working in e-commerce
- Demonstrated written and communication skills, exemplary grammar and spelling
- Must be system oriented as well as computer literate and advanced user of MS-Office applications (Word, Excel, PowerPoint, Outlook)

Experience: 4~5 yrs (eComm Platform Management: Setting up Promotions, Pricing, Product etc. (Mandatory)

– eComm Platform: Hybris, Magento etc. (Mandatory)

– Industry: Retail, eComm

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