

Ecommerce Executive | Cartier Jobs in Dubai 2022

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Company: Cartier

Location: , Dubai, United Arab Emirates

Category: other-general

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Description:

The E-Commerce Executive assists in growing the e-commerce business by improving the customer experience, managing customer order fulfilment and maintaining the digital platform. The role contributes to the day-to-day operational management of the website, ensuring all e-commerce activities and supporting processes are followed and delivered appropriately according to the brand's guidelines.

Responsibilities:

Understand the ecommerce operation flows and ensure all are executed seamlessly (Non-dedicated stock, Order on Behalf, boutique pick up, click and collect..) and ensure operational compliance with policies and procedures

Ensure the day to day follow-up of all online orders from beginning to end and make sure all escalations from our customer service team are resolved in a timely manner

Requirements:

Minimum 3-4 years in Retail eCommerce, digital business or Cross functional retail experience

A strong understanding of current technologies and standards and how the digital ecosystem is evolving

Hands-on experience in a major eCommerce platform like Salesforce Commerce Cloud

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