

## eCommerce Logistics Manager Nantgarw

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Company: Chronos Consulting

Location: United Kingdom

Category: other-general

### Job Description

Full-time, Permanent We are looking for an experienced eCommerce Manager, reporting to the Director of Logistics. The role would be multi-site and you may be expected to work between our Nantgarw and Treorchy Distribution Centres. The eCommerce Manager would be focused on delivering exceptional service and customer satisfaction for our brand of clothing, accessories and jewellery. The ideal candidate would have a proven track record in an E-fulfilment environment, with a strong focus on demonstrating ROI through monitoring and reporting of key KPI's. An understanding of direct to customer networks would be an advantage.

Description The manager of ecommerce logistics is responsible for the day-to-day operations of the network. The manager:

- monitors the network to ensure operations are meeting defined service level agreements and implements corrective actions as needed.
- Acts as a systems expert for fulfilment management systems.
- Is the key partner for operations, customer care and merchandising in updating/changing system parameters to support sales strategies.

Key Performance Areas Effectively manage the eCommerce fulfilment team to appropriately support the daily operational goals. A strong emphasis on team building and development Systems knowledge, expert supporting direct fulfilment to customer. Regularly review processes of the fulfilment of eCommerce orders to improve productivity and maintain best in industry practices, with an aim to continuously improve. Acts as key interface with Customer Service and Operations in identifying, mitigating and solving customer experience challenges and escalations Key partner to fulfilment operations in managing performance of returns Responsible for key metrics determining health of direct fulfilment

network Responsible for reporting and analytics of direct fulfilment network Responsible for daily planning of staff/ agency requirements and budget Responsible for all aspects of H&S Previous experience of managing a 3PL contractors and monitoring services levels agreements. A strong emphasis on P&L awareness Provide weekly/monthly reports in a timely and accurate manner. Requirements: Knowledge/Skills/Abilities Experience in direct-to-customer network operations Extensive knowledge and expertise in direct to customer fulfilment, ensuring customer services levels are maintained through the leveraging of multiple external partners. Working knowledge of logistics finance and ability to identify, analyse and correct variances A strong emphasis on commercial awareness In relation to negotiating 3rd party contracts Ability to act independently to pro-actively drive process improvements This position requires an extremely high sense of urgency and the ability to meet difficult seasonal peaks, workloads and deadlines. If you think you are a personable and approachable individual, with the drive and will to succeed in a fast paced environment and enjoy interaction with people, please apply! Job Types: Full-time, Permanent

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