

JOB DESCRIPTION

Account Manager – E-commerce

POSITION DETAILS

Department:	E-commerce
Location:	Ireland or UK Warehouse/Hybrid
Position Reports To:	Head of B2C Sales
Length of Contract:	Permanent/Full-time

ABOUT ALCHEMY

Alchemy was founded to help consumers and enterprises realise the full value of used technology so that we can help make buying a used smartphone, laptop or other technology an easy and reliable experience for all users.

Aside from the obvious economic benefits available to users, of buying used/refurbished technology, Alchemy also promotes the massive environmental benefits associated with the tech circular economy and, as a leader in this industry, Alchemy prides itself on our positive environmental impact by reducing electronic waste and ensuring that devices avoid burials and cremations; and are given the chance to be reincarnated.

Our focus on used tech trading generates rich and valuable data on device resale values, which our team of data analysts and industry experts use to advise our customers on future price projections and ultimately help to shape industry buy-back and recycling programs that continue to build the circular economy across the globe.

We only work with the world's leading tech and telco companies to jointly deliver solutions that result in consumer delight. We seek only the very best people to enable us to deliver our vision – if this is you, come and meet the Alchemists.

ROLE DESCRIPTION

The Account Manager will be integral to the B2C Sales team, focusing on the management of device accessories within the marketplaces, driving revenue as well as strategy across Europe. The successful candidate will have an appetite to join a fast-growing company with First Class global ambitions within the trade in & second-hand technology business.

KEY RESPONSIBILITIES

- Manage online marketplaces within a specific geographical region
- Develop sales and manage the day-to-day marketplace's performance to drive revenue and maintain stellar customer relationships
- Maintain top rated quality KPI metrics on all channels
- Implement and monitor strategies to drive operational performance, customer satisfaction and ensuring the positive brand image
- Work with the pricing team daily in order to manage inventory allocation to the channel
- Monitor product pricing on a daily basis to optimize "buy box" obtention and/or listing positioning
- Manage all marketing activities on the marketplace's and report on performance

- Develop daily/weekly/monthly dashboard of key performance indicators for each key partner
- Implement strategy for responding to customer reviews and monitor quality
- Supervise fulfillment and order execution

We Have:

- An experienced, innovative bunch of people – leaders in their field - unparalleled in tech trade in solutions and remarketing
- Sophisticated partners and investors that give Alchemy a financial edge and credibility
- A creative and fun environment with great flexibility for the right candidate to make the role their own
- Outstanding technology platforms and solutions that are available globally to our customers
- A disruptive business model that makes Alchemy a compelling partner to customers and suppliers alike
- A winning attitude based on our ability to deliver and our appetite to do so

You Have:

- Fluent written and spoken English, a second language is a plus
- Strong experience working in an E-commerce environment, including online Marketplaces
- Experience running sales and pricing on a Shopify store
- Excel proficiency is required for reporting and analytics. (Pivot tables and vlookups etc)
- High attention to detail and knowledge of data manipulation
- Experience of Channel Advisor or a similar Marketplace Management Provider
- Energetic, strong decision-making and problem-solving skills.
- Ability to work independently as well as collaboratively, ability to prioritize, and multi-task
- Experience with channels such as eBay, Shopify or Amazon is preferred but not essential
- Commitment to innovation, continuous improvement and excellence

Compensation:

DOE

Applications:

Application's can be sent via e-mail to recruitment.eu@alchemyglobalsolutions.com