

JOB DESCRIPTION

Account Coordinator/Sales Support – E-commerce

POSITION DETAILS

Department:	E-commerce
Location:	Ireland or UK Warehouse
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 Coordinator will be integral to the B2C Sales team, focusing on the support of E-commerce channels. 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

- Complete daily tasks on E-commerce channels such as but not limited to Shopify, Amazon, eBay
- Support the account management team in managing the performance of the day-to-day marketplace to drive revenue
- Work between marketplaces, track account health/returns and reports trends
- Analyse competition pricing to maximize our own position and allocate inventory
- Work alongside our warehouse team to make sure orders are shipped
- Work with the customer service team to increase our overall customer experience

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 in written and spoken English, second language is a plus
- Experience working in an E-commerce environment, including online Marketplaces such as Amazon, eBay, or Shopify
- Strong understanding and technical ability to use up-to-date technology
- Strong excel skills – ability to use and or understand pivot tables, etc is an advantage
- Willingness to learn and develop within the role
- Demonstrated administrative, organisation & communication skills required
- Self-motivation with drive, enthusiasm and commitment
- Ability to work independently as well as collaboratively, ability to prioritize, and multi-task
- Attention to detail, particularly on product creation and ability to trouble shoot any creation issues

Compensation:

DOE

Applications:

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

Please note: This role is advertised both internally and externally.