



## **Job Description**

### **Amazon/Ecommerce Specialist**

#### **Statement**

This role forms part of our Marketing and Ecommerce team which is a key area of strategy and growth for the company. It requires an individual that can multi-task, can deal with a high volume of work in an effective but accurate manner and is also able to complete a wide range of tasks. This will be a developing role in an already busy function where your responsibility and tasks will grow with time.

This role would suit someone who is ambitious, can learn on the job with a strong thirst to affect change in the organization. This will be a constantly developing role and responsibilities will increase and change over time.

The objective would be to have:

- All Ecommerce orders accurately checked and released within 30 minutes of them arriving.
- All Ecommerce queries and complaints dealt with the same day they arrive.
- Support the Business Manager to develop and grow the Amazon portfolio.
- Take ownership of our Ebay Ecommerce channel and develop sales using shared resource with Amazon.

#### **Key tasks (main) – All Related to Ecommerce Activities only**

- Check correct information and release orders on our SAP business system. These must be done so with extra care on accuracy (right products, quantity, address and pricing)
- Be aware at all times on the implications on orders of claim backs or VAT exemptions
- Actively seek to solve “unapproved orders” by chasing payments
- Send pro-forma invoices for payment
- Resolve customer queries and complaints and log the details on the SAP business system
- Chase deliveries from suppliers when required
- Liaise with our freight forwarders to confirm delivery of goods
- Managing Ebay and Amazon Stock information for our products
- Raise appropriate stock transfers within our own and Amazon’s System
- Take full ownership of our current Ebay business including listing products, Processing and shipping orders, and general development of this channel
- Have full responsibility for Ebay sales targets.
- Oversee production orders to ensure Ecommerce stock availability taking into account seasonal demand.
- Create both Amazon and Ebay content for product and sales development

#### **Key Tasks (other)**

- Constantly Learn and develop your own knowledge base on Amazon Content, SEO, PPC and Troubleshooting
- Constantly Learn and develop your own knowledge base on Ebay Content, SEO and Troubleshooting
- Look for ways in which all Ecommerce processes both physical and electronic can be improved to make the job easier or more accurate and take ownership to implement these changes with the support of the business manager
- Other Amazon and Ebay Admin tasks when required
- Seek feedback from our accounts team to see what errors might be being made so that they can be corrected
- Create supplier purchase orders for Ecommerce related products when required
- Facilitate Ecommerce export orders from receipt to despatch
- Develop effective systems to streamline and automate export ecommerce orders.



## Knowledge/Experience/Ability

- Ability to multitask
- Attention to detail
- A team player
- Self-motivated
- Previous Experience of process improvement would be an advantage
- Previous Experience of SAP systems would be an advantage
- Experience of previous Amazon and/or Ecommerce management would help but is not essential
- A scientific background would help but is not essential

## Equal Opportunities and Health & Safety Statement

The post-holder is required to work at all times in accordance with the Company's Equal Opportunities and Health & Safety Policies. The Post Holder is not permitted to discriminate against any employee, customer or member of the public on the grounds of age, disability, race, color, religion, nationality, ethnic or national origin, gender, sexual orientation or marital status. The Post Holder is required at all times to take reasonable care for his/her own safety and that of anyone else who may be affected by his/her acts or omissions.

This Job Description is a guide to the work that the post holder will be required to undertake. It does not constitute a precise list of all the duties that they might reasonably be expected to do. It may be altered from time to time to reflect changing circumstances. It does not form part of the Contract of Employment.

### Camlab Limited

Norman Way Industrial Estate, Over, Cambridge,  
CB24 5WE, United Kingdom

Telephone: +44(0)1954 233100  
www.camlab.co.uk

Fax: +44(0)1954 233101  
www.camlabworld.com

Email: sales@camlab.co.uk  
www.industrialscientific.co.uk



Established 1950  
VAT Number: GB213306317  
Registration Number: 484244  
England