

# After Sales (e-commerce) Student

Role in a nutshell:

|                     |             |                   |             |              |   |                 |       |                       |   |
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| <b>Reporting to</b> | Braden Mark | <b>Department</b> | After Sales | <b>Grade</b> | 5 | <b>Location</b> | Epsom | <b>Direct Reports</b> | 0 |
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A bit about the role:

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| <b>What you'll be doing :</b>   |
| <ul style="list-style-type: none"> <li>• Overseeing and developing e-commerce sites</li> <li>• Creating product listings with the assistance of multiple stakeholders and software's</li> <li>• Learning about parts and accessories compatibility</li> <li>• Reporting on account metrics</li> <li>• Competitor analysis</li> <li>• Supporting the customer service team, generating returns and refunds</li> <li>• Responding to and acting on customer feedback</li> </ul> |

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| <b>Experience you'll gain :</b>  |
| <ul style="list-style-type: none"> <li>• Creating live product listings</li> <li>• Using numerous e-commerce software's</li> <li>• Reviewing profits, stock planning and budgeting</li> <li>• Dealing directly with customers</li> </ul> |

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| <b>How we'll support you :</b>  |
| <ul style="list-style-type: none"> <li>• Training on management of e-commerce sites</li> <li>• Provide opportunities to work autonomously</li> <li>• Contacting various stakeholders</li> </ul> <p><b>As a manager:</b></p> <ul style="list-style-type: none"> <li>• Offer direction and support</li> <li>• A point of escalation</li> <li>• Regular one to one time</li> </ul> |

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| <b>How you could stretch this role :</b>  |
| <ul style="list-style-type: none"> <li>• Selecting parts, accessories and merchandise to list on e-commerce sites</li> <li>• Editing e-commerce stores and creating promotions</li> <li>• Improving management of customers</li> <li>• We encourage Kaizen, genchi genbutsu and Muda</li> </ul> |

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| <b>What you'll get to own :</b>   |
| <ul style="list-style-type: none"> <li>• The content of live product listings on e-commerce sites</li> <li>• Researching parts, accessories and merchandise</li> <li>• Supporting customer contact</li> </ul> |

| <b>Qualifications and experience you'll need :</b>   |
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| <p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Excellent written English</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Customer service experience</li> <li>• Excel knowledge/expertise</li> </ul> |

| <b>Skills &amp; Behaviours you'll have :</b>   |
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| <p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Attention to detail</li> <li>• Self-motivated</li> <li>• Positive attitude</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Empathetic approach to customer contact</li> </ul> |

In line with our Talent Enablement culture, we will give you ownership and encourage you to deliver outcomes that lie outside of the remit of this Job Profile. We do this to give you extra experience, to stretch and develop you within your role, enabling you to be the best you can be.