



Company Details Confidential



#JOB-2405191

IRWINS MEGAVISION EXPERT, Unit 2,



Applegate Ct, Shandon, Dungarvan, Co.

Waterford, X35 FW22



No of positions : 1



Paid Position



37 hours per week



28000.00-33000.00 Euro Annually



30/07/2025



27/08/2025

## How to apply

### Application Method :

Not available



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to view this ad  
online



## Online eCommerce Fulfillment & Customer Service Manager

### Application Details

In order to work in Ireland a non-EEA National, unless they are exempted, must hold a valid employment permit. Please review the [Eligibility and requirements for an employment permit](#) if you are unsure of your eligibility to apply for this vacancy.

### Job Description

We are seeking an experienced and driven eCommerce Fulfillment & Customer Service Manager to oversee the smooth running of our growing online store. You will be responsible for managing order fulfillment, ensuring high standards of customer service, and continuously improving processes to enhance efficiency and customer satisfaction.

#### Key Responsibilities:

Oversee daily order processing, packaging, and dispatch from our warehouse team

Manage customer service across all platforms (email, phone, social media)

Monitor fulfillment KPIs including dispatch times, returns, and error rates

Train and supervise a small team handling fulfillment and customer queries

Liaise with couriers, suppliers, and internal teams to resolve issues quickly

Improve workflows, automation, and reporting to ensure scalable growth

Handle escalated customer issues professionally and efficiently

#### Requirements:

Experience in eCommerce fulfillment or customer service management

Strong understanding of Shopify (or similar platforms) and order management tools

Excellent communication, problem-solving, and organisational skills

Experience working with couriers, return systems, and tracking performance metrics

A proactive and process-oriented mindset

Desirable:

Experience with Shopify

Background in consumer electronics or retail fulfillment a bonus

- **Sector:** wholesale and retail trade; repair of motor vehicles and motorcycles

### **Career Level**

- Experienced [Non-Managerial]