



E&E CAIRNS LTD.



#JOB-2422893



E & CAIRNS, 2/3 Montague Lane, Dublin 2,
D02 DW29



No of positions : 1



Paid Position



39 hours per week



34000.00 Euro Annually



01/12/2025



29/12/2025

How to apply

Application Method :

Please apply to the vacancy by the following means:

Email : ken@flagsireland.com



Open your camera
app & point here
to view this ad
online



E-Commerce Operations Specialist

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

Job Description:

We are seeking a highly motivated E-commerce Operations Specialist to manage and optimize the daily operations of our online sales channels. The candidate will be responsible for overseeing the full order cycle from website to customer delivery, working closely with sales, customer service, logistics, and marketing teams to ensure an efficient and customer-focused e-commerce experience.

Key Responsibilities:

Manage online order processing, inventory tracking, and shipping coordination using ERP and CRM systems.

Collaborate with cross-functional teams (sales, marketing, logistics) to ensure seamless e-commerce operations.

Monitor KPIs related to order fulfillment, customer satisfaction, and operational efficiency.

Maintain product listings and ensure accurate, updated information across all platforms.

Respond to customer queries via email, phone and in-person, ensuring high-quality service.

Identify and implement process improvements to enhance the customer experience and operational workflows.

Support promotional campaigns in coordination with the marketing team.

Analyze customer feedback and market trends to inform operational strategies.

Essential Skills & Qualifications:

Bachelor's Degree in Business, Marketing, Management, or a related field.

Proven experience in e-commerce operations, sales support, or digital retail logistics.

Proficiency in ERP/CRM systems (e.g., SAP, Odoo, Salesforce, Zoho).

Strong understanding of the order-to-delivery process and customer lifecycle.

Excellent communication and problem-solving skills.

Ability to work both independently and as part of a team.

Attention to detail and strong organisational abilities.

Familiarity with digital tools such as Excel, e-commerce CMS, and analytics platforms.

Desirable Skills:

Experience managing or supporting a Shopify, WooCommerce, or Magento store.

Knowledge of digital marketing and customer relationship management.

Project management skills and ability to coordinate multiple stakeholders.

Good command of more than one language is desirable/a plus (e.g. Portuguese and English).

- **Sector:** administrative and support service activities

Career Level

- Managerial