

## Ecommerce & Sales Executive

Ready to dive into a hands-on, exciting role where you can make a real impact? We're on the lookout for a dynamic, driven Ecommerce and Sales Executive to join our small but mighty team at [waterfeatures.com](http://waterfeatures.com)!

In this hands-on role, you'll be at the forefront of managing, developing, and optimizing our online business operations. Think of yourself as the captain of our digital ship, navigating everything from our website and online marketplaces to social media platforms. You'll be in charge of driving online and phone sales, delivering outstanding customer service, and ensuring that every customer experience is smooth, efficient, and memorable.

Since we're a small but dynamic team, the role offers plenty of variety. One moment, you'll be processing orders and answering customer inquiries via email and phone; the next, you could be helping out with large deliveries in the warehouse or covering for colleagues during holiday time. Flexibility is key, and there's plenty of room for growth in this role for someone with the right attitude and drive. As your skills develop, so will your opportunities to shape the future of the business.

And here's a fun bonus—if you're a dog lover, you'll fit right in! We have two adorable Hungarian Vizslas, Jet and Ruby, who roam the office. They're friendly, playful, and always ready for a cuddle, making our workplace even more welcoming.

If you're ready to roll up your sleeves, drive business growth, and enjoy a variety of tasks in a fun, collaborative environment, this is the role for you!

## Your Mission, Should You Choose to Accept:

### Key Objectives:

- Be the voice of our brand by leading customer interactions across email, phone, and webchat, creating positive, memorable experiences every time.
- Craft and execute savvy e-commerce growth strategies to capture new customers and unlock exciting business opportunities.
- Fine-tune every step of the customer journey—from the first spark of interest to post-purchase care—to make it seamless, delightful, and conversion-focused.
- Keep our e-commerce platforms running like a well-oiled machine—managing product listings, pricing, and inventory to perfection.
- Work diligently to make the customer experience top-notch and truly unforgettable.

### Your Day-to-Day Tasks:

- Dive into market research, uncovering hidden prospects, reaching out, and building strong customer relationships that drive sales.

- Analyse data and track key metrics to keep tabs on e-commerce performance, spot emerging trends, and propose killer strategies for growth.
- Become our product expert, guiding customers with the best advice, closing sales, and recommending accessories that elevate their experience.
- Keep an ear to the ground by monitoring feedback, reviews, and ratings—spotting opportunities to fine-tune and improve customer satisfaction and loyalty.

## **What You Bring to the Table:**

- A "can-do" attitude, self-belief, and a drive to challenge the status quo and push things forward.
- The ability to work as part of a team and step up as a leader when needed—taking charge with confidence and initiative.
- Killer communication skills—whether you're writing an email, chatting with a customer, or leading a team meeting.
- A sharp analytical mind, comfortable diving into data, conducting market research, and understanding customer behaviour to identify growth opportunities.
- A knack for using data to make smart decisions and drive e-commerce performance through insightful recommendations.
- Experience with product listings, inventory, and pricing strategies is a bonus (but if not, we'll teach you the ropes).
- Familiarity with e-commerce platforms, tools, and CRM systems is helpful, but not required—we'll get you up to speed.

In a nutshell, if you're ready to jump in, make an impact, and take e-commerce and your career to the next level, we want to hear from you!