



E-commerce Manager

Our Team

Mighty Jaxx is a unique future culture company that creates quality products across multiple categories such as art collectibles and lifestyle items, bridging the physical & digital world by powering it with technology. Since our inception in 2012, we have produced over 1,000 designs in collaboration with world-renowned artists and global entertainment brands like Hasbro, Sesame Workshop, Toei Animation and Warner Bros, delivering 5 million units of tech enabled collectibles to collectors in over 60 countries in 2020 alone.

We are proud to be an equal opportunity employer with a diverse, inclusive work environment and encourage our employees to bring their true fun-loving and high-energy selves to the workplace. With big, vibrant dreams and a culture of high performance in our workplace, you will always be engaged, empowered and feel positively challenged.

At Mighty Jaxx, we always extend our full support to the team to help them reach their full potential personally and professionally. If you love keeping up with the latest trends across different sub-cultures, love technology and are ready to embrace your creativity, we love to have you join us in creating the most unique experiences, products and content for our collectors!

The Job

As our eCommerce Manager, you are responsible for managing Mighty Jaxx-owned platforms and global marketplaces. You will ensure achievement of annual targets in terms of revenue and operating expenses. You will oversee these business operations, sales optimisation through system and process re-engineering with a focus on payment acceptance, fraud detection, customer experience and order lifecycle management.

Responsibilities

- Responsible for end-to-end eCommerce performance including sales, availability, pricing, listings content, listing ranking, on-site visibility, off-site traffic generation, order management, order fulfilment, after-sales service etc.
- Drive digital revenues for Mighty Jaxx's brands globally with focus in key markets such as USA & China, by collaborating with stakeholders within the region and global, to accelerate eCommerce in the countries on all channels: pure players, brand.com and retailer.com.
- Plan and execute digital and eCommerce strategies across own platforms and global marketplace; marketplace; track and evaluate marketing performances, produce insights, and propose development plans to increase sales and business opportunity.



- Working with Marketing to formulate and execute digital marketing demand-generation initiatives including but not limiting to on-site activity, social media, display, eDM, SEO and SEM.
- Manages inventory (ensure stock balancing between online and offline), promotional mechanism (e.g., bundles creation, discounts activation, vouchers etc).
- Manage reporting of e-commerce sales and projected sales/margin forecasts. Evaluate trends and form meaningful conclusions to facilitate strategic decisions.
- Manage product listings and campaigns for eCommerce platform.
- Evaluate eCommerce campaign to ensure positive ROI and recommend development for future campaigns.
- Work with key stakeholders to develop terms that delivers optimal volume, profit, customer satisfaction.
- Work with other departments/functions to ensure smooth fulfillment process with excellent customer satisfaction.
- Inspect landing pages, product information, checkout options, and all other pertinent website related systems to ensure their visual appeal, accuracy, and ease of use.
- Ensure that payment options and promotional tabs are configured correctly.
- Manage site development and updates for the eCommerce side of the business, work with teammates on content to use on each product offering and ensure that the brand message and goals are aligned with the rest of the company.
- Schedule and communicating intensive site maintenance, as needed.
- Manage various internal data sources and web analytics tools to enhance customer experience and assist to increase web presence of company and monitor all websites and recommend changes required.
- Analyse online experience of customers and recommend improvements to the same and assess effectiveness of all key metrics.
- Prepare plans for the eCommerce infrastructure team for all sites and coordinate with engineering and technical product managers to prepare timeframe for project.
- Administer an effective website strategy and develop and maintain effective relationships with all web designers and programmers.

Requirements

- Highly motivated individual with minimum 4 years of eCommerce experience, preferably with experience in using Shopify Plus.
- Degree in Business, Marketing or a relevant Business subject.
- Prior proven track record in driving and growing eCommerce revenues.
- Ideal to have a good understanding of all aspects of selling online, on brand.com sites as well as marketplaces and retailer.com
- Experience in driving revenues and collaborating with multiple brand/business stakeholders
- Strong understanding of Google Analytics and/or similar tools
- Strong understanding of all components to build and drive brand.com eCommerce



- Experience in driving partnerships to drive traffic, AOV and conversion to hit revenue targets while exceeding customers' expectations
- Communicate complex ideas effectively, both verbally and in writing
- Flexible and adaptive, with a willingness and attitude to learn and understand product
- Distinctive problem-solving, collaboration, and analytical skills
- Self-starter mentality with ability to manage multiple projects in a fast-paced working environment
- High attention to detail including proven ability to manage multiple, competing priorities simultaneously
- Exceptional interpersonal and communication skills; ability to navigate a cross-functional environment, positive attitude
- Creative and innovative thinker
- Customer service-oriented with in-depth knowledge of basic business management processes

To apply, please send an updated copy of your resume to HR@mightyjaxx.com