



e-Commerce Operations & Customer Experience Intern

Our Team

Mighty Jaxx is the leading integrated future culture platform in Southeast Asia today. With a mission to supercharge future culture phygitally, Mighty Jaxx's integrated platform will empower future pop culture brands with an end-to-end supply chain of digital and phygital collectibles, including artist development and incubation, proprietary IP operation and providing global consumers access to new D2C experiences.

Mighty Jaxx partners with the greatest creative talents in the world, as well as top global brands such as Netflix, Formula 1, Hasbro, Toei Animation, Cartoon Network, Nickelodeon, Warner Brothers, Adidas and many more to ship millions of phygital collectibles to over 90 countries worldwide.

We are proud to be an equal opportunity employer with a diverse, inclusive work environment and encourage our employees to bring their authentic, fun-loving, and high-energy selves to the workplace.

Your Role

Mighty Jaxx is looking for an e-Commerce Operations & Customer Experience Intern who will be responsible for maintaining product listings on Mighty Jaxx's ecommerce website.

Responsibilities

- Assist in the creation, optimisation, and maintenance of product listings on Mighty Jaxx's e-commerce platform
- Upload and update new and existing product listings on our website
- Edit product photos and listing content to ensure information is displayed correctly and complies with brand standards
- Coordinate and collaborate with the Marketing team and cross-departments for campaign / promotion setup
- Manage inventory of e-commerce platforms
- Assist with Customer Experience functions: including monitoring comments and responding to customers who send queries or feedback via email, Facebook, Instagram, or other social media channels
- Monitor, test & manage rectification of glitches, or escalate the rectification accordingly
- Feedback to IT or third-party vendors and follow up on change requests or any bugs and issues



Requirements

- Currently studying business, marketing, e-commerce, or a related field
- Basic knowledge of e-commerce platforms such as Shopify
- Familiarity with basic photo editing software (e.g., Adobe Photoshop, Illustrator)
- A strong interest in e-commerce and a willingness to learn and adapt to new technologies and processes
- Basic knowledge of SEO principles and e-commerce best practices would be a bonus
- Previous internship or coursework related to e-commerce or digital marketing would be a bonus
- Good communication skills, both written and verbal
- Ability to work well in a team and collaborate with cross-functional departments
- Proactive approach to problem-solving
- Strong attention to detail and excellent organisational skills

To apply, please send an updated copy of your resume to people@mightyjaxx.com
While we value all submissions, we regret that only shortlisted candidates will be contacted by our People team.