

E-COMMERCE - OPERATIONS MANAGER - SHAKTIMAT GmbH

30h week or Full time Starting now (m/f/d(x) - every age)

ShaktiMat is the online retailer of the Original Acupressure Mat in Germany and Austria. A **holistic self-healing** tool offering a natural way to help back-pain, insomnia, sports-recovery and stress.

As a **Social Impact** brand, we **empower women** in India to achieve self-sufficiency. We know our product helps improve the health and lives of our customers and the 2.000+ 5-Star reviews on our website testify to this. All our mats are hand-made by the crafts-women in our **Gratitude Factory** in Varanasi, India. Here we have a strict policy of only employing women to provide them with opportunities, our website details the many ways we support them.

We are a team of 6 working out of the **Factory** Co-working space / home office in Berlin. We are looking for a tech-savvy professional with experience in E-Commerce, Logistics, Fulfillment, Supply-Chain and Operations.

RESPONSIBILITIES

- Own the relationship with our 3rd party **Fulfilment partner**, Byrd in Berlin, managing the effectiveness of the partnership at all levels. This means: Enhancing data flow and processes. Releasing daily orders and announcing/tracking incoming product deliveries. Troubleshooting API issues and logistics problems. Guaranteeing a perfect customer experience on the fulfilment side.
- Finding efficiencies in sourcing, assembly, storage and shipping.
- Own the relationship with our 3rd party **Assembly partner**, Acut in Berlin. Overseeing international import, customs and deliveries of all products and materials.
- Establish solutions and manage systems to track issues with courier deliveries to our customers, including creating an efficient returns system.
- Manage inventory, update listings, warehouse inspections and tracking for all existing and future multichannel distribution marketplaces (Amazon, Ebay, Rakuten, Real, Galaxus, shops etc).
- Own and manage one-off 'special projects' as befits your role.
- Day to day management of the online stores. Advise and evaluate on all relevant Apps, software, platforms and other innovations that help our business run efficiently through **Shopify**.

YOUR PROFILE

- You have a minimum of **two** years experience in E-Commerce, Logistics, Fulfillment and/or Distribution.
- You are skilled in processing in-depth data into clear monthly reports - offering visibility on month-by-month performance in all aspects of our operations and that of our partners.
- You use advanced data analysis to continually assess and improve supply/delivery chain processes.
- You have a proven success record in managing third party fulfillment partners.
- Familiarity with the Shopify and/or ERP platforms is a bonus.
- Our office language is English, therefore a very good knowledge of English is essential. Your knowledge of German is excellent. Your written work reads clearly and is solution and service-oriented. Your spelling is error-free and your verbal and written communication is outstanding.
- You are a solution-oriented, proactive, and enjoy problem solving and mining data to find answers. You enjoy working in a team and are a reliable team player for your colleagues.

OUR OFFER

- Optional **remote-working** and flexible hours.
- Flat-hierarchy and a dynamic working environment in a relaxed, team-oriented work culture.
- A competitive salary.
- The opportunity to grow and develop within a profitable, funding-free and fast-growing successful Start-Up.
- The opportunity to work within a **Social Impact Business** which values conscious consumerism and sustainability.

This job is now available! Interested? Send your application to glynn@shaktimat.de.