



Job Profile

POSITION: E-Commerce Fulfillment Associate

REPORTS TO: Project Manager

DATE: February 2016

REVISED:

Everlight Americas E-Commerce LLC is seeking an E-Commerce Fulfillment Associate to ensure customers receive their correct e-commerce **orders** on schedule, and correct **information is gathered and entered** for each of the products on our e-commerce platform & products' database.

Key Responsibilities of E-Commerce Fulfillment Associate:

- In a timely manner pull and pack merchandise from the warehouse & fulfill e-commerce Orders (pull, pack, ship, bill, track & resolve)
- Do the data entry tasks required for maintenance of products' database and e-commerce portal with high precision and accuracy
- Create, Edit and maintain product and order documents (product prices, product specifications/parameters, product datasheet)
- Communicate with customers to resolve order issues
- Operate computer system to register complete order processing information
- Make sure always enough products, and shipping supplies are available in inventory (report to supervisor or order supplies if required)
- Ensure customer service when packing the orders (pack neatly, correctly, label information correctly)
- Maintain a clean and neat warehouse and work area

Experience and Requirements:

- 1-2 years' experience in e-commerce or order fulfillment or data-entry position.
- Experience with Computer and Microsoft office Applications (Excel, Outlook, and Word) is **required**.
- Adobe Acrobat PDF creation and modification is preferred.
- Adobe PhotoShop image editing (simple tasks) is a plus.
- Ability to work independently and efficiently and responsibly
- Daily detailed reporting to manager
- Effective verbal and written communication skills (clear and concise)
- Willingness to consult multiple resources to obtain answers
- Multi-task efficiency
- Strong organizational and time management skills
- Troubleshoot and problem solve when necessary
- Ability to lift up to 30 pounds
- Must have authorization to work in the United States as defined by the Immigration Reform and Control Act of 1986



WORKING CONDITIONS

Friendly office environment setting located in Carrollton TX.

This job description should not be considered all-inclusive. It is merely a guide of expected duties. The employee understands that the job description is neither complete, nor permanent and may be modified at any time. At the request of their supervisor, an employee may be asked to perform additional duties or take on additional responsibilities without notice.