

JOB DESCRIPTION

TITLE:	E- Commerce Arabic Content Coordinator	DEPARTMENT:	E-Commerce
LINE MANAGER:	Project Manager	DIVISION:	Delivery
JOB FAMILY:	Team Admin	GRADE:	9

BASIC FUNCTION AND SCOPE:

Essentially the incumbent role will deliver the E-Commerce content in Arabic, the job will also include attending to customer calls / queries in Arabic language.

DUTIES AND RESPONSIBILITIES:

- Manage all the content of Arabic version of the site, this will also include creating products within Magento with all the required parameters.
- The job will include managing customer service calls in Arabic, will answer calls pertaining to information / query raised from Arabic speaking customer.
- The job may include coordinating with Buying & Merchandising department for product launch & available dates.
- Establishes and maintains relationships with customers and ensure customer questions are accurately answered, potentially first line response to customer enquiries.
- Contacting stores for inquiring about the statuses of click & collect orders.
- Coordinate with Finance department for invoicing.
- The job will include preparing reports on weekly / monthly basis as required.
- Coordinate with IT department for any issues relating to IT side of website operations.
- Work closely with warehouse E-Commerce coordinator for scheduling the delivery as per requirement.
- Work closely with E-Com management team for achieving the desired goals & objectives.

EDUCATION, KNOWLEDGE AND EXPERIENCE:

- Customer Service Experience.
- Neat and professional appearance required.
- Good standard of English & Arabic, able to communicate to customers in both the languages.
- Good working knowledge of MS Office & Microsoft Outlook.