***ECOMMERCE & CUSTOMER SERVICE COORDINATOR***

An exciting opportunity has arisen to join our growing team here at Eatlean as an **Ecommerce & Customer Service Coordinator.** The role of Ecommerce & Customer Service Coordinator will work alongside our EU Ecommerce & Social Media Executive, and closely with our UK Social Media Brand Executive as well as the wider Eatlean team, to deliver a world-class customer experience for consumers buying directly from us in the UK and drive continued growth in sales & profit.

At Eatlean we are passionate about driving change, and our game-changing range of lower calorie, lower fat, high protein cheese products enable our customers to make healthier choices whilst still enjoying the foods and meals that they love.

We are a small team with big ambitions for the future. We are five years into our journey and are looking for an ambitious, analytical and innovative thinker to help take our Ecommerce activity to the next level.

**Responsibilities will include:**

* Driving traffic and sales to our UK Ecommerce site through digital marketing, PPC advertising, email advertising and SEO initiatives.
* Management of daily operations including customer order processing, stock management, stock ordering & direct liaison daily with our internal order fulfilment team.
* Management of P&L alongside support from the Business Unit Director.
* Deliver best-in-class online customer experience for both new and existing customers, and ensure that the website is regularly updated with creative, engaging brand-aligned content.
* Drive continuous site improvements to maximise conversion, increase average order value & reduce bounce rate.
* Daily management of customer enquiries and complaints in a polite and timely manner via phone and email.
* Monitor, track and analyse performance data across the site, and regularly analyse competitor activity.
* Management of promotional calendar – ensuring all promotional activity is well strategised, planned and executed.
* Collaborate with the campaign team to ensure that all campaigns are supported and delivered effectively.
* Management of external agencies – PPC & Web Design

**Your knowledge and expertise:**

**1+ Years’ experience within a previous Ecommerce role**

· **Digital all rounder:**Previous experience in implementing & optimising PPC campaigns (Google & Facebook advertising), developing & delivering a SEO strategy, & CMS experience (working WordPress knowledge advantageous)

· **A team player –** we are a small team and we love people who roll up their sleeves and are able to adapt in a fast-paced environment

· **A self-starter** – you need to be highly motivated and action orientated with a keen eye for opportunities, you’ll need to be able manage your own time and be a good problem solver

· **Organisational skills** –we need people who can juggle multiple tasks and have proven written and verbal communication skills

· **Hunger to succeed -**we need someone who sets big goals, works towards and exceeds targets, whilst always upholding quality and integrity. It is really important to us that you can push yourself outside your comfort zone and think big!

· **Relationship building** – a natural people person, we want someone who is not afraid to pick up the phone and has a strong customer service focus

**Additional details**

* Based at our headquarters in rural Nantwich, you will be joining a friendly, open plan environment, working in our modern, purpose built offices.
* We are an agile team and typically work 4 days in the office, 1 day from home
* You will be rewarded with a salary between £27-28k with plenty of development opportunities and interactions with different teams across the business. Access to the attractive company benefits package also included.
* You must be eligible to work in the UK

Job Types: Full-time, Permanent

Salary: £27,000-£28,000 per year

Benefits:

* Casual dress
* Company events
* Company pension
* Cycle to work scheme
* Discounted or free food
* Employee discount
* Flexible schedule
* Life insurance
* On-site parking
* Sick pay
* Wellness programmes

Schedule:

* 8 hour working day
* Holidays
* No weekend working – unless required on occasion to support our events calendar