

Purpose

The purpose of the role is to champion the online customer experience and to create a 'best in class' customer journey, which drives: customer satisfaction, repeat visits, optimal conversion and sales.

The E-Catalogue Manager position is a hands on role and will require a solid understanding of requirements gathering/spec taking within an E-commerce environment. The E-Catalogue Manager will require strong leadership and management skills in delivering key projects in support of considerable E-commerce growth in the UK.

Roles and Responsibilities

- Manages daily catalogue operations
- Catalogue quality checks – optimize methodology and expand quality checks on portals
- Manage and maintain online customer catalogues
- Improve speed and ease of doing business
- Coordination of operations on updates that impact the Customer's B2B purchasing experience
- Develop a best in class online user experience
- Support Ecommerce and sales in the development of online digital projects, enhancements and test and learn initiatives relating to our catalogues
- Prepare and deliver product/promotion briefs for sales teams
- Support Sales Productivity improvement plans through onboarding customers to online portals
- Establish relationships and represent the E-catalogue function with other internal functions at all levels.

Skills and Experience required for this role

- Experience in an e-commerce sales environment
- A love of all things online
- Strong analytical skills
- An enthusiasm for web usability
- A passion for providing the highest quality customer service
- A high standard of written and spoken English is essential
- High level of concentration to complete repetitive tasks and to meet set targets on a daily basis.
- You will be expected to ensure that the quality of all catalogues, data and images is exemplary across a number of sites.
- A natural desire to achieve results and thrive in a competitive environment