

JOB POSTING REQUEST FORM

Job Details

Reference #	CP-33-2021
Company Name	OLX Lebanon
Industry	Internet
Vacancy	E-commerce Operations Executive
Job Type (<i>FT, PT, Contractual, Seasonal</i>)	FT
Major(s)	business administration, business management, marketing, or related field
Degree	Bachelor
Years of Experience	2+
Location	Beirut
Remuneration & Benefits	
Tasks & Responsibilities	<p>Job Description OLX Lebanon is looking to recruit a skilled professional for its Operations Executive position. The applicant selected for this opening will be responsible for content development and maintenance as well as vendor onboarding, account management, performance management, and after-sales escalation support</p> <p>Your responsibilities</p> <ul style="list-style-type: none"> • The role's primary focus is to ensure vendors signed up on the ecommerce platform are properly on boarded, retained, and compliant with their operational KPIs targets • In addition, the operations executive will focus on ensuring a high level of user experience after transactions are made on the ecommerce platform • Communicate with new partners to ensure successful onboarding on the ecommerce platform • Coordinate and liaise with vendors to consolidate, upload, and maintain the content on the platform while ensuring high level of content quality (i.e., no context error, misplacement, pricing errors etc.) • Coordinate and liaise with vendors to optimize operations and improve

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customer experience against a pre-set of KPIs

- Monitor vendor performance against predefined KPIs and put in place action plan for areas of development in collaboration with the Operations Manager
- Handle ongoing account management with onboarded vendors to ensure they are properly trained and constantly aware of latest updates and requirements from OLX ecommerce
- Coordinate with vendors on refund & exchange requests as well as user complaints whenever needed
- Ensure that stock information is always up-to-date with the vendors
- Work with different teams in the company (content, sales, operations, finance etc.) to close tasks relevant to vendor support and solve all potential issues (e.g., vendor payment, order fulfilment etc.)
- Receive, assess, and moderate return and exchange requests in compliance with the pre-set policy
- Constantly suggest updates and improvements to the policy
- Coordinate with vendors and the courier partner to facilitate return and exchange requests as per pre-defined service levels
- Coordinate with vendors to facilitate any request for repair on items under warranty
- Coordinate and liaise with vendors to optimize operations and improve customer experience against a pre-set of KPIs
- Coordinate and liaise with courier company to optimize operations and improve customer experience against a pre-set of KPIs
- Coordinate with vendors on user complaints whenever needed
- Communicate with users when and if

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needed

- Work closely with other departments (finance, vendor management)
- Ensure a customer-centric approach throughout the process
- Coordinate with vendors for promotions and discounts during sales activities

Your profile

- 2+ years of experience in an operational function such as customer support or sales operations
- Attention to detail, process driven, organizational, and time management skills
- Excellent communication and people skills
- Ability to maintain client relationships
- Good English and Arabic
- Proficient in MS Office with a good knowledge of Excel specifically
- Bachelor's degree in business administration, business management, marketing, or related field