

E-Commerce Administrator (Part-Time)

Location: Office based at our high spec, modern and friendly office in Girton, Cambridge

Hours: Part-time, Flexible on Days and Hours available

Salary: £26-£28K (Pro-rata) + Benefits and performance related bonuses
Above the 'Real Living Wage'

About Breathe Technology and the current projects

Breathe Technology is one of the regions longest standing IT, Communications and Cyber Security Providers.

Apart from our Technical Services and Support Contracts, we supply IT, Communications and Cyber Security Equipment (hardware and Software).

Over the years we have had a few online shops and have a current new venture that we need someone great to be excited about and help us to get off the ground and maintain it.

The current e-commerce projects are:

- A mobile phone and contracts shop, similar to Carphone Warehouse with a clever twist.
- Global Cyber Security Brand, with a range of products such as Firewalls, Email and Office 365 Security.

Key Responsibilities:

E-Commerce and Online Sales

- Manage product listings, descriptions and pricing on eBay, Shopify and future online sales channels
- Upload new products, maintain stock accuracy and ensure listings are well presented
- Process online orders, returns and customer queries professionally
- Prepare invoices and maintain accurate sales records
- Monitor online sales performance and support improvements to product listings
- Request up to date pricing lists from suppliers and bench mark pricing against pre determined competitors

Customer Service and Administration

- Respond to customer enquiries by phone, email and social media
- Manage and update CRM system (Genie AI) with accurate customer information
- Assist with supplier communication, purchase orders and general administrative duties
- Produce sales reports and support the sales team with lead tracking and follow-ups
- Maintain tidy, organised electronic filing and documentation

Marketing and Social Media

- Work alongside the Digital and Marketing lead that will create great looking content with your input
- Assist with creating and scheduling social media content across Instagram, Facebook and TikTok
- Support email marketing campaigns, customer newsletters and promotional activity
- Help write product descriptions, captions and basic marketing copy. Our suppliers provide significant amounts of content
- Monitor campaign performance and provide feedback and basic reporting

Required Skills and Experience

- Strong organisational skills and the ability to manage multiple tasks
- Understand how online sales work. Any sales or sales support experience will be valuable.
- Excellent written and verbal communication
- Experience using Shopify or other e-commerce platforms
- Competent in Microsoft Office, particularly Excel and Outlook
- Knowledge of social media platforms for business purposes
- Accurate record-keeping and confident working with invoices and sales documentation

What We Offer

- Quarterly performance bonus based on the shops financial performance
- Training and professional development
- Friendly, modern and supportive working environment
- Staff discounts on all things tech! Including Computers, Laptops, TV's Mobile Phones, all Apple and Samsung products etc.
- Career progression opportunities as the business expands

