



Job Description

Name:

Job Title: E-Commerce Associate

Department: Marketing - E-Commerce

Location: Gent, Belgium

Employee Status: Permanent Full Time

About Fully

Our work is about being better at being human. We know that the divide between “work” and “life” is an illusion, and that healthy living depends on a healthy workspace. We believe this should be available to every person, from the basement studio to the downtown office. We understand the connection between a healthy body, healthy mind, healthy business and a healthy world.

As a certified B Corp, we believe that business should be a force for good in the world. There is a shared road ahead, building communities that enrich each other and our environment. For us, being a B Corp is about our commitment to walking that road.

We hire people we believe in and who are equally passionate about engaging in a progressive and active workplace. We are constantly moving, learning, and evolving both personally and professionally. Ultimately, we believe life is too short not to love where you work. We expect all team members to simply, “come as you are” and we truly mean it.

Role Overview

As an E-Commerce Associate, you are excited to meet our customers through your work and introduce them to Fully. You'll be responsible for putting our new products on our website and publishing content to inform and engage. You'll handle basic HTML/CSS updates, product builds and maintenance, price changes, CMS pages, and other front-end updates on our Magento website. You will work closely with the rest of the marketing department to determine requirements, schedule work time and determine appropriate deadlines. You'll work cross-functionally with our Systems and Supply Chain Logistics departments to keep the website up-to-date with product specifications, availability and pricing. Together with a marketing digital producer, you will prioritize your own work schedule, based on the priorities of marketing and the rest of the company.

Skills and Competencies

1. Exceptional verbal and written communication skills
2. Able to work in fast-paced, self-directed environment
3. Excellent attention to visual and written detail
4. Excellent time management skills
5. Decision-making, problem resolution, and creative thinking skills
6. Excel / Google Sheets experience
7. Excellent computer skills
8. Proficiency in HTML and CSS programming languages
9. Magento or other e-commerce content management experience preferred
10. Language: Fluent English required; Fluency or proficiency in German, French, or Dutch preferred

Duties

1. Receives project priorities and requirements from digital producers, receives creative direction from creative content production teams on desired end product, and coordinates technical execution with IT.
2. Collaborate between the Marketing/eCommerce team and Systems team, helping to complete product launches, product page maintenance/updates, blog posts, and content page builds, using Magento 2's page builder, HTML and CSS.
3. Determine and document page build requirements and provide accurate timeline estimates.
4. For our Amazon channel, update and/or build product pages, update the available inventory, and identify and implement improvements.
5. Maintain transparency with other departments around open deliverables and setbacks, and proactively suggest reprioritization as needed.
6. Handle help desk ticket escalations related to product pages in Magento or any information that is displayed on Fully.com or related to customer orders
7. Communicate with the Fully team when a product has been launched or there are any major changes to the site
8. Coordinate with the Pricing and Supply Chain teams to ensure the accuracy and availability of our online product offerings.
9. Coordinate with the People Operations team to maintain job postings on our website.