

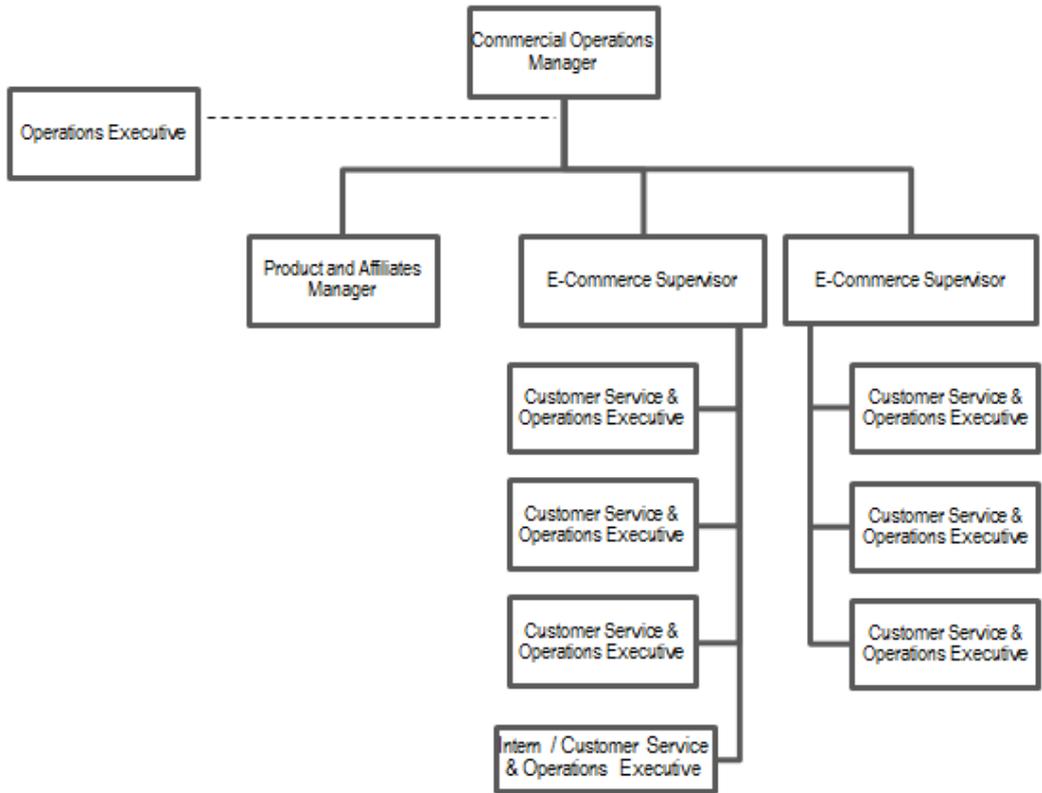
JOB DESCRIPTION

JOB TITLE: E-commerce & Retail Intern	POST NO:
DIVISION: Overseas Networks	DATE EFFECTIVE:
REPORTS TO: E-commerce Operation Supervisor	JOB HOLDERS SIGNATURE:
MANAGERS SIGNATURE:	DIRECT REPORTS SIGNATURE:

JOB SUMMARY

To assist the online shops team in order to maximise revenue generated by those shops and to provide the best possible online customer experience, backed up by an efficient customer support service.

ORGANISATION CHART



COMPETENCIES

SPECIFIC TO JOB	GENERIC
<ul style="list-style-type: none"> • Excellent written and spoken English is essential • Excellent written and spoken in at least one of the following languages: French, Italian, Spanish, Dutch, German, Japanese • Excellent organisational skills and ability to prioritise • Excellent Microsoft Office proficiency • Willingness to learn new skills • Customer service experience and the ability to deal with difficult customers • Knowledge of e-commerce desirable • Knowledge of tourism in Britain desirable • Previous experience of writing and translating content desirable 	<ul style="list-style-type: none"> • Ability to take the initiative • Ability to build external and internal relationships and partnerships • Exhibits professionalism • Ability to plan and prioritise with patience • Ability to manage multiple tasks and deliver to deadlines • Solves problems • Emotionally intelligent • Prepared to challenge and be challenged • Accountable and responsible • Communicates effectively • Listens and hears accurately

KEY RESULT AREAS

What are the key objectives and the targets you have to meet	% Time/Importance
<p>1. Shop management & reports</p> <ul style="list-style-type: none"> • To maximise the commercial potential of the shops & merchandising to drive sales • To translate and update shop content • E-Commerce research & report writing • To manage shop categories • To become au fait with all aspects of the e-commerce platform and to suggest enhancements to the system 	20%
<p>2. Products</p> <ul style="list-style-type: none"> • To translate and update products descriptions and e-vouchers • To activate products on the shops and make sure that they are displayed correctly 	10%
<p>3. Customer Service</p> <ul style="list-style-type: none"> • To deal promptly and helpfully with customer emails in English and another language • To arrange refunds • To monitor the online shops for issues which might deter customers from buying and to suggest ways of combating these issues 	20%
<p>4. Team work</p> <ul style="list-style-type: none"> • Contribute to the work of the team as required, data entry and checking, problem solving, producing reports and presentations, special requests, etc.. 	50%