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## ***E-Commerce Operations Coordinator***

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**Type of Employment:** Full Time

**Location:** London, Ontario

With its Corporate office in Red Deer, Alberta and its Regional office in London Ontario, Peavey Industries LP is the corporate parent to retail brands Peavey Mart, MainStreet Hardware, and Ace Canada. We are 100% Canadian owned and operated.

Peavey is an engaging workplace. We are proud to promote from within and provide training to make this possible. We offer comprehensive benefits.

Committed to Canadians, connected through communities.

**Job Overview:** E-Commerce Operations Coordinator is responsible for monitoring back-end processes, such as warehouse operations, CRM and all front-end related activities.

**Ideal Candidate:** The ideal candidate will execute the developed E-Commerce merchandising strategy to increase brand awareness and drive revenue. This role is instrumental in the day-to-day merchandising execution and operations of the website. They will work closely with Design and Marketing to determine product selection and images needed to support online merchandising (Home Page, Landing Pages, Collection Pages, Product Pages, and Special Projects). They will be proficient in building out landing pages, product information, checkout options, and all other pertinent website-related systems to ensure their visual appeal, accuracy, and ease of use. They will focus on seasonality, brand, product selection and promotional continuity throughout the shopping experience on the website. Ability to work in a fast-paced environment, strong organization skills, including project and time management are essential.

### **Responsibilities**

- Work with external vendors to fix issues related to orders
- Monitor stock levels
- Coordinate inventory updates and assisting with stock reconciliation
- Assist with order queries and customer interaction
- Oversee all activities related to customer chargebacks and fraud management
- Collaborate with cross-functional departments to identify ways to improve omnichannel offering to customers
- Work with IT to help assist with order flows and systems
- Acting as an eCommerce point of contact for all warehouse inquiries

### **Qualifications**

- Education in Commerce or a related field/equivalent experience
- 3/4 years' related work experience
- Personal motivation/determination
- Detail-oriented/information accuracy
- Ability to work under pressure

**Corporate Office and Distribution Centre**  
7740 40 Avenue, Red Deer, AB T4P 2H9  
Tel: 403.346.8991

**Regional Office and Distribution Centre**  
1000 Clarke Road, London, ON N5V 3A9  
Tel: 519.453.5270



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- Marketing
  - Persuading and influencing others
  - Digital media and promotions
  - Results oriented/driving performance
  - Strategic thinking
  - Commitment to customer excellence
  - Operational business management

#### **Employee Perks**

- Employee ownership program
- Employee discount
- RRSP matching program
- Competitive group benefits
- Inclusive work culture
- Laid back atmosphere
- Work-life balance

**\*Only those selected for an interview will be contacted.**