



## JOB POSTING

**POSITION:** eCommerce Coordinator  
**STATUS:** Full-Time  
**LOCATION:** Kohl & Frisch Limited (Concord, ON)  
**REPORTS TO:** Marketing Manager  
**DEPARTMENT:** Manufacturer Relations

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#### Primary Role of This Position

The E-Commerce Coordinator oversees HealthSnap.ca's day-to-day activities with a range of responsibilities including customer service, operational fulfillment, and analysis of site activities. They are responsible for all regular administrative tasks and reporting needed to keep the site running, as well as keeping order flow at peak efficiency. The E-Commerce Coordinator is an analytical support for the Category Buyer, and a problem-solving resource for the team. They are responsible for handling customer emails and phone calls, as well as handling requests and inquiries from affiliated pharmacies. They will be responsible for site tasks such as product listing, content creation, and other duties assigned.

#### Major Responsibilities

- + Oversees HealthSnap.ca day-to-day order flow
- + Coordinates with the warehouse staff to uphold E-Commerce order processing time standards
- + Monitors incoming HealthSnap.ca orders for eFraud as per payment verification procedures
- + Oversees HealthSnap.ca returns as per standard returns procedures
- + Primary liaison for the site
- + Aims to increase web traffic and generate orders
- + Correspondence with HealthSnap.ca affiliated pharmacies as required for HealthSnap.ca store delivery orders
- + Creation of content, graphic and written, as required to support marketing campaigns and social media accounts
- + Assists in developing an ongoing strategy for e-commerce, inclusive of both sales and marketing plans
- + Analysis related to marketing, accounting, and other reporting as required
- + Data entry
- + Assists in ongoing maintenance and update of the product catalogue, including addition of new products (gather/create product descriptions/details/images), continually monitoring and changing outdated information (e.g. discontinued products, price, etc.) and actively merchandising for optimal site experience
- + Reviews all pricing uploads to ensure that the information is correct on HealthSnap.ca; may need to be in contact with internal sources and suppliers to resolve pricing issues
- + Web maintenance and troubleshooting
- + Builds and optimizes campaign strategies using product knowledge, third-party data, and analytical methods
- + Identifies opportunities by keeping up with new technology, industry trends, and competitive landscape

#### Education and Experience

- + Completion of a degree or a diploma from an accredited college or university required
- + E-Commerce experience would be considered an asset
- + Customer service experience

#### Qualifications

- + Advanced knowledge of Microsoft Office, specifically Excel (advanced level skills required).
- + Excellent customer service skills
- + Familiarity with Google Analytics, SEO, SQL, and Adobe Creative Suite is an asset
- + Experience with CMS is an asset
- + Ability to work independently and as part of a team
- + Ability to set priorities and use available resources effectively
- + Excellent writing and proofreading skills, with strong attention to detail
- + Comfortable with quantitative analysis and large amounts of data
- + Excellent interpersonal and communication skills
- + Understanding of consumer/shopper experience as it relates to online shopping

#### How to Apply

If you are interested in applying, please submit a cover letter and a résumé to: [mroomses@kohlandfrisch.com](mailto:mroomses@kohlandfrisch.com)

Please ensure you specify the job title, **E-Commerce Coordinator**, in the subject line of your email.

*Kohl & Frisch would like to thank all applicants for their interest. Only those candidates who are selected for an interview will be contacted.*