eCommerce Operations Manager – Ubisoft Store EMEA

**Company Description**

Ubisoft is committed to enriching players’ lives with original & memorable entertainment experiences. We build worlds that are a playground for the imagination, offering moments of surprise, fun and adventure as well as opportunities for learning and self-discovery.

At Ubisoft, you’ll grow and collaborate with highly talented teams from around the world. Our massively friendly work environment will inspire you to go above and beyond to create worlds people will fall in love with.

**Job Description**

The eCommerce Operations Manager will play an key role in elevating the Ubisoft Store to a position of having world-class ecommerce operations and associated processes, including those associated with site management, QA, fulfillment, and related systems to support high growth and rapid response to a range of situations.

The Operations manager will spearhead all ecommerce operations to drive continuous improvement in front & back-end business processes, and enable best-in-class experience to all users (customers, sales team, marketing teams). Fi

Finally, (s)he contributes to success by facilitating the establishment, evaluation, planning and and execution of complex, multi-year, multifaceted projects.

Duties:

* Manages the day-to-day operations of the eCommerce channel: product setup, marketing content, website integrations, seasonal campaigns, events & promotions, including golive and publication processes.
* Oversees and executes ongoing item set up and expansion of the eCommerce product assortment.
* Elevates data collection & management of our product content partnering with ecommerce team and other departments.
* Monitors customer service fulfillment and order management status and issues.

Responsibilities:

* Ensuring and monitoring site performance, globally
* Managing on-schedule launches including responsibilities around accuracy of promotions, merchandising and marketing
* Managing new item set up, catalog management and product attributes
* All site initiatives through maintenance of product assortment (i.e. enhancing catalog, creating product pages, adding SKUs and imagery to product pages, etc).
* Monitoring deliveries, replenishment and demand (out of stock notification) opportunities
* Performing pre-season, in-season, and post-season analysis and reporting recaps and defines future opportunities to create assortment strategy opportunities
* Globally, executing world-class service standards.
* Management of the Operations team

**Required Skills**

Customer centricity

Proven track record of operations management, designing processes and delivering complex projects.

Passionate about building best in class solutions with an eye for fine details.

**Required Experience:**

5+ years on a similar position in a eCommerce environment