

To cope with our rapid growth, we are looking for high caliber individual for the following position:

E-commerce Specialist / Assistant (Online Sales & Customer Service)

RESPONSIBILITIES:

- Communicate and interact with customers via phone, chat, email and social media to provide responsive and helpful support and maximize online sales opportunities
- Coordinate with our customers, stores and logistics partners to arrange deliveries
- Follow up orders from order placed to delivery & provide after sales service
- Supervise and provide customer service training to the team
- Other related administrative, marketing and business development responsibilities

REQUIREMENTS:

- At least 1-2 years of experience in customer service, customer-facing role, sales and marketing or related fields
- Strong command of written and spoken English, Cantonese and Mandarin
- Proficient in Chinese and English typing
- Flexibility to work on weekends on a shift basis and to locate in Taipa
- Good command of MS Office including Excel and PowerPoint
- Outstanding interpersonal and communication skills
- Highly organized, with strong attention to detail and time management skills
- Ability to work independently with a positive attitude, while being a team player

We offer competitive remuneration package including meal allowance, medical scheme, discretionary bonus, double pay and pension fund with excellent career exposure opportunities to the right candidate.

Interested parties, please apply with full resume in MS Word format with present and expected salary via e-mail to [**hr@newyaohan.com**](mailto:hr@newyaohan.com)

Company website: www.newyaohan.com

(Personal data collected will be used for recruitment purpose only)