

eCommerce Project Manager

(Company Introduction & Description)

This exciting and integral role will support the international E-commerce Director and will be responsible for designing and prioritizing requirements and processes for multiple brands. This will be incorporated into a central omnichannel roadmap and will effectively support local roll out.

Responsibilities

- Communicate local requirements & processes (from a Group Perspective) to be incorporated into central omnichannel roadmap
- Manage prioritization of roadmap for AMER (realization of business case ROI from local-specific development requests / projects)
- In charge of managing specific local projects
- Support roll out of omnichannel roadmap in AMER, coordinating stakeholders (local brand teams, IT team, operations, customer care, retail team, legal and finance teams) and feeding back to Central Product Management Team
- Responsible for coordinating local testing, training, local project management
- Provide brands with local-specific advice on digital best practice, share knowledge and advice, help manage proof of concepts & pilots
- Support on-going run of omnichannel systems by escalating or resolving issues

Requirements

- A Digital, E-commerce, Omnichannel expert in project management with at least 5 years' experience
- Experience working with multiple business and technology stakeholders
- Ability to summarize, simplify and communicate complex or technical concepts to stakeholders at all levels of the organization
- Articulate and collaborative, able to influence others and hold them accountable in a professional and diplomatic manner
- An excellent communicator at every level in the organization with excellent interpersonal skills
- Passion for online retail environments and E-commerce