

Role: Online Customer Executive

Reports to: Channel Manager and Head of Digital

Genpower Ltd is the exclusive distributor for Hyundai Power Products for the UK and Ireland.

The Online Customer Executive will be responsible for driving online sales within your allocated ecommerce channel (e.g. eBay, Amazon, Mano Mano etc). You will be working in a fast-paced environment supporting the day to day running of our online marketing channels. You will be customer-focused with a strong eye for detail, tenacity, and drive to deliver outstanding results. Equally, you will understand the need to be involved in the day to day business needs; nothing is out of scope.

Key Responsibility:

Channel Management & Development

- Creating new product listings across your allocated channel.
- Monitoring account health and working to increase seller ratings.
- Monitoring reviews to gauge customer feedback to improve listings and highlight any product concerns.
- Monitoring pricing and updating accordingly.
- To stay ahead of our competitors by conducting market analysis.

Sales Opportunity

- Identifying opportunities to improve listings, increase rankings, and increase visibility to ultimately boost product sales. (Utilising Terrapeak or Helium10).
- Monitoring and generating sales via live chat in a timely fashion, ensuring an excellent level of service is provided to customers at all times.
- Monitoring and analysing sales, sharing best practices with the wider team to increase revenue.
- Converting calls over the phone via excellent product knowledge (training given).
- Generating sales leads.
- Managing and responding to all email enquiries.

Customer Service

- Providing sales and customer service support via telephone, responding to incoming calls along with live chat and messaging system.
- Ensuring all enquiries and cases are dealt with in a timely manner to maintain good account health and seller rating whilst delivering high standards of service to our customers.
- Investigating and resolving customer complaints, both quickly and patiently. Including the assistance to customers who may have received their orders late, have received the wrong order, or have received faulty products.

Personal Skills

- Highly motivated with a strong record of detail focus, deadline meeting, and results-driven.
- Exceptional attention to detail, with strong organisational skills.

- Work as part of the sales team to drive positive company sales results.
- Ability to build relationships with other teams in. This role will require working with teams such as Aftersales and Demand Planning.
- Ability to think on your feet and contingency plan.
- Formal knowledge business tools (Utilising Zendesk, Helium10 Terrapeak)
- Solid computer skills (Microsoft Office - Excel, Word, PPT).

To apply please send CV and Cover Letter outlining your suitability for this role to careers@genpower.co.uk, or call 01646 687880 and speak with Laura Sanderson for an informal conversation. You can also reach us on our Facebook page (Hyundai Power Products UK) if you would like us to call you back.

