

Job Description

Job Title: Executive- E-Commerce, Quick Commerce & Daily Operations

Location: Chandigarh

Job Summary:

The Executive- E-Commerce & Quick Commerce will be responsible for driving online sales and ensuring optimal visibility and availability of the brand across leading e-commerce and quick commerce platforms such as Amazon, Big Basket, Blinkit, Zepto, and Swiggy Instamart. The role includes managing product listings, inventory, order fulfillment, promotions, and coordination with internal and external stakeholders to ensure daily operations run smoothly.

Key Responsibilities:

E-Commerce & Quick Commerce Management:

1. End-to-end management of product listings, pricing, promotions, and inventory across platforms such as Amazon, Blinkit, Zepto, Swiggy Instamart, and Big Basket.
2. Optimize product visibility, search rankings, and conversion rates through SEO, A+ content, and competitive pricing strategies.
3. Monitor platform analytics, track sales performance, and implement data-driven optimizations.
4. Manage platform-specific campaigns, discounts, and promotions to drive sales.

Dark Store & Retail Booth Placement:

1. Identify, onboard, and manage partnerships with dark stores, quick commerce fulfillment centers, and offline retail partners.
2. Ensure optimal brand visibility and product availability across all placements.
3. Maintain strong relationships with dark store managers and retail distributors.

Inventory & Fulfillment Management:

1. Oversee order fulfillment, stock replenishment, and inventory tracking to ensure seamless operations.
2. Coordinate with warehouses, logistics partners, and delivery personnel for timely dispatch and replenishment.
3. Troubleshoot and resolve issues related to order fulfillment, stock discrepancies, and supply chain delays.
4. Implement demand forecasting techniques to prevent stockouts or overstocking.

Daily Delivery & Offline Booth Operations:

1. Supervise daily deliveries, booth stocking, and retail space management.
2. Ensure retail booths are well-stocked, visually appealing, and compliant with brand guidelines.

3. Coordinate with booth attendants, field teams, and vendors for smooth daily operations.

Stakeholder & Vendor Management:

1. Manage relationships with vendors, retailers, dark store operators, and logistics providers.
2. Act as the primary point of contact for escalations, contract negotiations, and operational challenges.
3. Conduct periodic field visits to fulfillment centers, vendor locations, and retail outlets for quality assurance.

Data Management & Reporting:

1. Maintain accurate records of inventory, order processing, sales performance, and fulfillment metrics.
2. Utilize Google Sheets, Excel, CRM software, and e-commerce dashboards for tracking and analytics.
3. Generate weekly and monthly reports to assess platform performance and operational efficiency.

Required Skills & Qualifications:

- 2+ years of experience in e-commerce, quick commerce, fulfillment, dark store operations, or retail management.
- Strong understanding of e-commerce platforms, vendor onboarding, and inventory management systems.
- Highly proactive, organized, and communicative – able to handle remote coordination efficiently.
- Strong negotiation and relationship management skills – comfortable handling vendor discussions.
- Ability to manage both digital and offline retail operations, ensuring smooth daily execution.
- Tech-savvy – proficient in Google Sheets, Excel, CRM tools, and e-commerce back-end operations.
- Strong problem-solving mindset – ability to address operational challenges in fulfillment, logistics, and inventory.
- Comfortable with field visits when required for vendor coordination, booth oversight, and inventory checks.