



Published Role Title	Marketplace Assistant (SYS-51938)
Type of Role	Temp
Temp Role Type	Temp Position
Temp Role Duration	6 Months
Location	Hybrid / Remote

Job Description

Key Responsibilities: (Supporting the Operations Manager)

New Marketplace Setup & Integration:

- Research / identify potential new marketplaces that align with the growth strategy.
- Assist in the setup and registration process for new marketplaces, including the creation of seller accounts, legal compliance, tax setup, and payment systems.
- Assist in ensure all technical requirements, such as API integrations, are completed for seamless operation with company systems.
- Collaborate with the IT or external tech support team to troubleshoot any platform integration issues.

Launch Preparation, Testing and Coordination

- Conduct thorough testing to ensure listings are displayed correctly and transactions are functioning smoothly before the official launch.
- Coordination with Internal Teams:
- Liaise with the product, marketing, and logistics teams to ensure all product information, pricing strategies, and inventory details are accurately reflected
- Collaborate with marketing to align promotional campaigns and product launches

Reporting & Optimization:

- Monitor the performance after launch, track KPIs such as sales, traffic, and engagement.
- Assist in analyzing the performance of new marketplaces, identifying areas of improvement, and suggesting adjustments for better growth and visibility.
- Provide regular reports on new marketplace performance to the marketplace manager and leadership team.

Customer & Seller Support:

- Assist with any customer inquiries or issues that arise during the early stages of marketplace integration.
- Support any third-party sellers (if applicable) with onboarding, account setup, and training to ensure their success on the platform.

Continuous Improvement:

- Stay updated on new developments, trends, and regulations across various marketplace platforms.
- Suggest improvements to the setup process for future marketplace expansions, based on lessons learned from previous launches.

Experience:

- 1-2 years of experience in e-commerce or online marketplace operations, with a focus on account setup or integration being a strong advantage.
- Familiarity with different marketplace platforms and their seller requirements.
- Experience with API integrations, marketplace software, or other technical tools

Skills:

- Strong organizational skills and attention to detail.
- Excellent problem-solving skills and a proactive approach to challenges.
- Basic technical understanding of marketplace integrations, APIs, or e-commerce platforms.
- Ability to work collaboratively with cross-functional teams.
- Proficiency in Excel and basic data analysis to track performance.
- Strong communication skills to manage internal coordination and marketplace vendor relationships.

