



JOB POSTING: Amazon & Online Sales Account Manager

Full time

Location: Genuine Health's Head Office, Toronto, Ontario

Date: Immediately

The Opportunity

We currently have an exciting opportunity at Genuine Health for an **Amazon & Online Sales Account Manager** to join our team. Through superior account management and customer service, this position will grow Amazon and other online account business to 20% of yearly sales while maintaining brand equity. The incumbent will contribute to the team effort by being proactive in their tasks. This role reports in to the VP of Marketing.

Who is Genuine Health? Let us tell you:

We feel good, and inspire others to do the same

At the heart of everything we do is to help everyone who uses our products to love how they feel. People who feel good do good for themselves and others. As our founder and president, Stewart Brown says, "Health gives you the ultimate freedom - freedom to live your life to the fullest."

We make awesome products (and we have awards to prove it!)

Since we launched greens+ 25 years ago, we've been committed to creating innovative products. We lead with research and we use only pure, natural, GMO-free ingredients to make the most effective natural products out there. We create categories and drive innovation in the Natural Health world and we are proud of it. In 2014, we created the first fully fermented protein powder, and we just launched our first ever probiotic to change how people think about the gut microbiome.

We have big hearts

We care about the environment, and use ingredients that come from sustainable, earth-friendly sources. We volunteer together, to show our communities what Genuine Health is made of. And as the first natural supplement company to receive the BCorp™ designation, we pride ourselves on our high standards and transparency in everything we do.

Our Benefits

Genuine Health offers a competitive compensation package, an exceptional benefits program, and a work environment where our team members are highly engaged. Some of the benefits that our team members enjoy include:

- Performance bonuses
- Internal training and education assistance program
- Fitness subsidy
- Flex-time and/or telecommuting options
- Group insurance (life, health, dental, disability)
- Group RRSP and charitable donation matching programs
- Free product and the ability to participate in the Friends & Family product programs
- And more...



Key Responsibilities Include:

- Managing Amazon and other online sales accounts
- Manage the day-to-day customer service issues, seller's account health issues and seller's account pending case issues arising within Amazon Seller's Account
- Create, monitor and manage product listings on Amazon and other online sales accounts
- Develop and implement strategies and tactics to drive operational performance to deliver Amazon and other online sales targets
- Create forecasts and manage inventory with the Supply Team to ensure products remain in stock
- Recommend course of action to optimize current Amazon presence
- Plan and execute optimizations for product detail pages, rates, reviews and other content
- Oversee and execute all digital marketing to drive traffic and revenue on Amazon
- Monitor and analyze ASIN performance rankings, ratings and customer reviews
- Ensure complete and on-time order fulfillment, chargeback minimization, and operations metrics compliance
- Create & monitor sales, marketing and financial reports
- Manage Amazon inventory and work with warehouses to ensure proper stock of all products
- Utilize tools to create promotions, optimize listings, and drive growth
- Interact with Consumers via response to Q&A and well as review feedback to drive engagement and goodwill
- Plan and execute AMS campaigns in Amazon
- Ensure seasonal and timely execution of marketing campaigns and promotions on all online accounts
- Understand online traffic patterns, segment customer behaviours and prioritize initiatives to grow sales on Amazon
- Conduct competitive analysis on a regular basis
- Gather and analyze data reports regarding KPIs

Skills and Qualifications:

- Post-Secondary; business
- 3+ year's sales account management (preferably online sales)
- 1+ years managing Amazon (Seller Central or Vendor Central)
- Demonstrable skill level with and ability to use MS Office
- Excellent communication skills; both written and oral
- Superior organizational skills, detail oriented and the ability to meet deadlines
- Good judgment; ability to solve problems and make decisions quickly
- Experience working in a fast-paced entrepreneurial environment

Please submit your resume in confidence to resumes@kirwingroup.ca; including the title of the position in the subject line of your email. Genuine Health is an equal opportunity employer.