

*Do you have an extreme, obsessive, unwavering focus on customer experience? Do you thrive in a dynamic work atmosphere that strives for **excellence on a daily basis**? Are you motivated by innovative and forward-thinking ideas?*

Then you've got what it takes to succeed at **CWD**.

E-commerce Account Coordinator

We are currently looking for a fast paced and dynamic E-commerce Account Coordinator. You are goal and achievement oriented. You are a quick learner, determined, a good communicator and a great team member.

As a full-time team member, you will enjoy perks such as a great work-life balance, competitive health benefits, enhanced professional development subsidies, exciting company events, working within a goal driven, creative and a charismatic team, and career growth opportunities.

We are looking for a person who can enhance and strengthen our relations with E-commerce marketplaces and partners which will drive **CWD** forward while staying focused on the company's vision, mission and core values.

Key Result Areas

Account Development (50%)

- **Establishing Relationships:** Lead, develop, and grow business relationships with E-commerce marketplaces through market and annual plans
- **Accomplish Targets:** Achieve monthly, quarterly and yearly sales targets
- **Annual Sales & Marketing Plan:** Create yearly account sales & marketing plans
- **Traveling:** Travel to the Canada/USA offices of our E-commerce marketplace partners for in-person meetings as required
- **Expansion of Business:** Contacting account managers for day to day business and discussing business growth opportunities

Account Administration (40%)

- **Promotions & Maintenance:** Submitting promotions and maintaining marketplace portals
- **Sku Setup:** Setting up new items to sell on our E-commerce marketplaces
- **Auditing:** Investigate discrepancies between internal ERP system and external marketplace portals to ensure content/inventory/price accuracy
- **Troubleshooting:** Coordinate case management for all E-commerce channel accounts to resolve any discrepancies
- **Integrating Systems:** Ensuring integrations between internal and external systems are functioning correctly
- **Improving Accounts:** Taking strategic direction from the Account Manager and implementing revisions with the account
- **Observation:** Providing the Account Manager with insights and recommendations to improve business

Reporting and Analysis (5%)

- **Reporting:** Sales reporting
- **Comparison Analysis:** Sales vs forecast analysis
- **Analysis:** Analyzing promotional activities & providing action plans

Process Flow (5%)

- **Collaboration:** Working with the Account Manager to maintain and develop Standard Operating Procedures
- **Accomplishing Other Tasks:** Effectively complete other duties as assigned

The successful candidate requires:

Education and Experience

- University Degree or College Diploma in a related field
- 3+ years of experience in a sales or account management role
- Academic or industry experience in Marketing would be a strong asset
- Proficient with MS Office (Word, Excel, Power Point, Outlook)

Technical Skills

- Relationship development
- Strong written and verbal communication skills
- Strong analytical and reporting skills
- Comfortable with performing data entry

Cognitive Skills

- Strives for maximum efficiency & Create What's Different
- Excellent attention to detail and well-developed organizational skills
- Ability to multi-task and work with multiple deadlines
- Strong work ethic with the ability to work independently and in a team environment
- Ability to work in a fast paced and constantly changing work environment
- Customer focused while delivering best customer experience
- Creative problem-solving skills; strategic and “Out of the box” thinking

Emotional Intelligence

- Self-awareness: strong desire to develop and improve yourself and knowing when to seek outside expertise and experience
- Self-regulation: Controlling or redirecting disruptive impulses and moods
- Motivation: remain self motivated while creating enthusiasm in others
- Empathy: understand and care about people's current reality
- Social skills: understand people, develop trust, and help them

If the above interests you, then apply to join a fast paced, creative, and energetic team!

Candidates who reside within a 45 minute commute of our office will be given preference.

Please note: This is a 40 hour a week position based at our headquarters in Niagara Falls, ON. This position does not provide an option to work remotely.

Vision

We believe all people should be empowered.

Mission

We create the highest performing consumer electronics that are smart, simple, and stylish.

Core Values

Development: We value continuous learning that leads to positive change.

Efficiency: We are committed to new processes and techniques that improve results and create value.

Innovation: We embrace creativity, discovery, and a desire to Create What's Different.

Accountability: We honour our commitments through ownership and display integrity when delivering results.

Excellence: We challenge ourselves to add value that goes beyond what is expected.

About Us

CWD designs, manufactures, markets and sells consumer electronics that enhance our lives.

As a pioneer in the markets of do-it-yourself video security, baby video monitors and wireless connectivity, we have successfully applied the principles of innovation and superior technology to a dynamic range of product categories. We are committed toward consistently exceeding consumer expectations and changing the way people think about:

- * Baby Safety Devices
- * Do-it-yourself Video Security
- * Wireless Connectivity Products
- * Home Theater Audio
- * Retro Music Systems
- * Clock Radios
- * Karaoke Systems

From conception to launch, over 100 talented professionals work to ensure all of our products undergo the same intensive, completely in-house development and design process, resulting in the uncompromising quality and industry-leading performance that consumers trust.

The letters 'CWD' are shorthand for the empowering philosophy that drives every aspect of what we do – Create What's Different.

CWD is an equal opportunity employer committed to inclusive, barrier-free recruitment and selection processes and work environment. We will accommodate the needs of the applicants under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the recruitment and selection process. Please advise the Human Resources Department to ensure your accessibility needs are accommodated throughout this process. Information received relating to accommodation measures will be addressed confidentially.