

Platform Operations Coordinator



Locatie **Noord-Holland, Amsterdam**
<https://www.advertentiax.nl/x-2052403-z>

Bedrijfsomschrijving

The European head office of this international fashion & lifestyle brand is based in Amsterdam. The company's style is classic American with a twist. Dynamic, international, and open-minded describes the company's culture at best.

Functieomschrijving

Join this international fashion brand's rapidly expanding DTC TECH team in Amsterdam. Contribute to the seamless operation of their Ecommerce platforms across Europe. As a Platform Operations Coordinator, you will be a key liaison between business and product teams. You will manage live website issues, facilitate cross-team communication, and support essential platform operations. This is a fantastic opportunity to immerse yourself in global Ecommerce and engage with high-visibility campaigns. Applications are open until Thursday, September 12th, with a deadline of 12 noon.

The Department and Team:

The DTC TECH team oversees the brand's Ecommerce platforms across all European markets, ensuring seamless management of the entire online business operation. As the brand experiences rapid growth, the team plays a key role in supporting its ambitious expansion goals for the coming years.

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The Platform Operations team is responsible for managing the day-to-day operations of the entire online business operation. The Platform Operations team provides the support and guidance to our clients to ensure the best-in-class experience for our brand.

The Position:
 As a Platform Operations Coordinator on the Platform Operations team, you will act as the key link between the business and product teams. Your role involves supporting various teams by providing guidance and advice on how to align effectively with processes within the Digital Sales Environment.

You'll have the opportunity to contribute to high-visibility campaigns while gaining in-depth knowledge of the workings of a global e-commerce platform.

Expected responsibilities:

Assist the Incident Management Lead and the Platform Operations Team in evaluating issue severity and prioritizing tickets accordingly. Collaborate with the technical support and product teams to investigate live issues on the e-commerce website. Lead the coordination and communication with other Ecommerce teams, providing updates on issue statuses, related Jira tickets, and reports. Serve as the primary point of contact for internal stakeholders and external partners regarding live website issues. Gather data from Jira and Grafana to generate statistical charts for monthly Platform Incident reports. Manage the support mailbox, ensuring inquiries are addressed promptly and escalating to team members when necessary. Provide data and input files to external vendors for weekly or monthly platform-related tasks. Execute operational tasks such as creating promotional activities and performing cache clears on the live platform.

The Ideal Candidate:

A collaborative team player who enjoys networking and assisting others in problem-solving. At least 1 year of professional experience in Ecommerce, QA, or a support role. Strong organizational skills with an ability to manage tasks efficiently. An analytical, detail-oriented mindset, with a passion for investigation and finding solutions. Proficient in Microsoft Office (Excel, PowerPoint). Familiarity with tools such as JIRA and Confluence. Excellent written and verbal communication skills in English.

What you can expect from our client:

An international environment which respects diversity, equality, and individuality. A beautiful state-of-the-art Campus. Depending on the role a monthly home-office budget. A chance to unwind with weekly social activities.

Sollicitatieprocedure

Be sure to apply before Thursday, September 12th at 12 noon. Send your resume and a short motivation. Before we can introduce you to the client, we will invite you for an interview at our Projob office or online. For more information contact us at 020-5738383 or welcome@projob.nl.

Please note that we agreed with our clients to only introduce them to candidates who already live near the job location. Although you might be willing to relocate or commute, this is not an adequate option. Websiteeasyapply.jobs/r