

Sector: E-Commerce

Company – Amazon

Job Profile: Manager Catalog – Retail Systems

Amazon.com operates in a virtual, global eCommerce environment and operates a diverse set of businesses in several countries, including Retail, third party marketplaces, eCommerce platforms, web services for developers. The RBS group is an integral part of Amazon online product lifecycle and buying operations. The team is designed to ensure Amazon remains competitive in the online retail space with the best price, wide selection and good product information. The team's primary role is to create and enhance retail selection on the worldwide Amazon online catalog. The tasks handled by this group have a direct impact on customer buying decisions and online user experience.

Roles and Responsibility:

You will be responsible for an Operations team supporting multiple categories that populates/ procures content for the Amazon Catalog, works with vendors to ensure a reliable and operationally effective flow of products, and interact directly with Amazon internal customers across the globe (US, Canada, France, Germany, UK) to deliver to their requirements and work directly with the Category team to ensure the overall health of the processes is good. Duties may include, taking part in planning, organizing and directing the work of subordinates or others, outline procedures and instructions on work received, make time estimates on new jobs received, check accuracy / quality of content creation / population done by others, ensuring records are maintained accurately, ensuring utilization of team is high, mentor and train new team members.

- Responsible for meeting operational and business goals through leading a team and capacity planning through forecasting
- Troubleshoot and drive resolutions to ensure reliable and operationally effective flow of products; improve processes and reduce discrepancies
- Work with various internal teams (e.g. supply chain, fulfillment center, technology teams) to help drive tools and process improvements that affect vendor/catalog management workflows
- Drive appropriate data oriented analysis, adoption of technology solutions and process improvement projects to achieve operational and business goals
- Manage stakeholder communication across multiple lines of business on operational milestones, process changes and escalations
- Ensure high quality standards for interviewing and hiring employees at all levels of the organization
- Execute specific people programs on coaching and development and team engagement

Key Performance Areas:

- People Management (leadership, stakeholder management, team management, floor control and retention)
- Formulate, Implement, track career path & Individual Development Plans of each member in the team
- Metrics Management through regular reviews and delivering specific metric goals against targets

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- Mentor and guide Associates, Sr. Associates and SMEs to manage quality, improve process efficiency, conceptualize, design and deliver trainings to the team
- Manage the team and ensure high service delivery and execution

Preferred Qualifications

- Minimum 2 years work experience with at least 1 year in managing people and interacting with customers / stake holders
- Has experience in managing critical operational processes, with SLA responsibility
- (If required only) 24/7/365 availability, including willingness to work on weekends, and outside of the "standard" work day

To receive security clearance all candidates must undergo a background check