



## Job Title: Operations Fulfilment Executive

### Job Overview:

Join us and be a part of the founding team of Singapore's leading Japanese online grocer! \o/

We pride ourselves greatly in the quality of produce we bring to our valued customers and we value integrity, teamwork, and communication above all. We look forward to building a team with upright and enthusiastic people to bring fine produce to Singapore and the World~

Our team is looking for an Operations Fulfilment Executive to work together with the founding team. This is a key role that will anchor and lead Zairyo's Operations team.

### Job Description:

- Operation Administrative role-
  - Planning and managing delivery routes for delivery team before assigning them.
  - Manage communication and coordination with operations and logistics team on delivery queries and issues between customers & delivery team.
  - Giving prompt, concise, and effective response to general and order-specific queries via emails, calls and texts from customers (B2C, B2B).
  - Contact customers on substitute or out of stock items and delivery matters
  - Using Opencart & Shopify, our main eCommerce platforms to manage stock Inventory & update incoming inventory
- Finance Administrative role -
  - Using Xero, our main cloud accounting software for daily accounting matters
  - Reconciliation of statements lines
  - Communicating with operations department on stock purchases arrangements
  - Raise purchase orders for all the necessary stock purchases (domestic & international)
  - Manage customer payments (B2B & B2C), refunds, and bills



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- Raise purchase orders for all the necessary stock purchases (domestic & international)
- Prepare payment to Suppliers
- Tallying bills and invoices
- Managing external payroll for outsource labour
- Relay refund requests to finance admin and follow-through with customers on payment/refund updates.
- Replying to B2B customers' requests and queries on quotations and other product- or order-specific queries.
- Ad-hoc tasks as assigned

## Job Requirements

- Fresh graduates are welcome, but a minimum of 2 years' experience in the eCommerce industry is preferred
- Experience in using Opencart, Shopify, Xero and Monday.com is preferred
- Fluent in spoken and written English
- Excellent communication and interpersonal skills
- Keen and knowledgeable in Japanese culture, food and cooking
- Able to work independently]
- Detailed-oriented
- Able to work a 5.5 days work week, on weekends and public holidays

To apply, please email the following to (resumes uploaded to the portals directly will be ignored) [thomas@zairyo.sg](mailto:thomas@zairyo.sg)

1. Your resume
2. A conversational 3 paragraph introduction of yourself
3. A short critique of our company based on what you see on our social media platforms and our website. This is open-ended and can be anything.

**Only shortlisted candidates will be notified.**