

POSITION

CUSTOMER SUPPORT WEBSHOP ADMINISTRATOR

DURATION

FULL TIME

LOCATION

KIDLINGTON - OXFORDSHIRE



ABOUT US

Knoxed is a leading online retailer of media and electronic accessories. We design, manufacture, retail and support our own range of cables, HD products and devices. Our headquarters are based in the UK, but our global operations also rely on our offices in Berlin (Germany), Pune (India), Hong Kong and China.

We are a fast growing company and require committed, creative and hardworking individuals to join our team. We founded our company on the belief that there is a real potential for providing a great product at a great price with excellent before and after sales support.

We have over the years remained committed to providing our clients with quality, customised service at competitive prices and it is this business model that has allowed us to expand and grow.

GENERAL SUMMARY

At Knoxed we are looking for a **Customer Support Webshop Administrator** to join our Customer Support team.

Overall Responsibility: Develop & Maintain website pages, Create pages for adding products, create banners, Increase in Website traffic, Customer Support, regularly update social media pages, Experience in working with Magento platform, Excellent Communication skills (Spoken & Written).

KEY AREAS OF RESPONSIBILITY

- Develop webpage and social media content to increase web sales and enhanced online presence
- Manage and generate data feeds for online platform retailers including eBay and Amazon
- Update website content like products information, product images, promotions , Social Media
- Collaborate with departments to develop applications, for projects, and product campaigns
- Manage the website efficiently to increase Visitor traffic

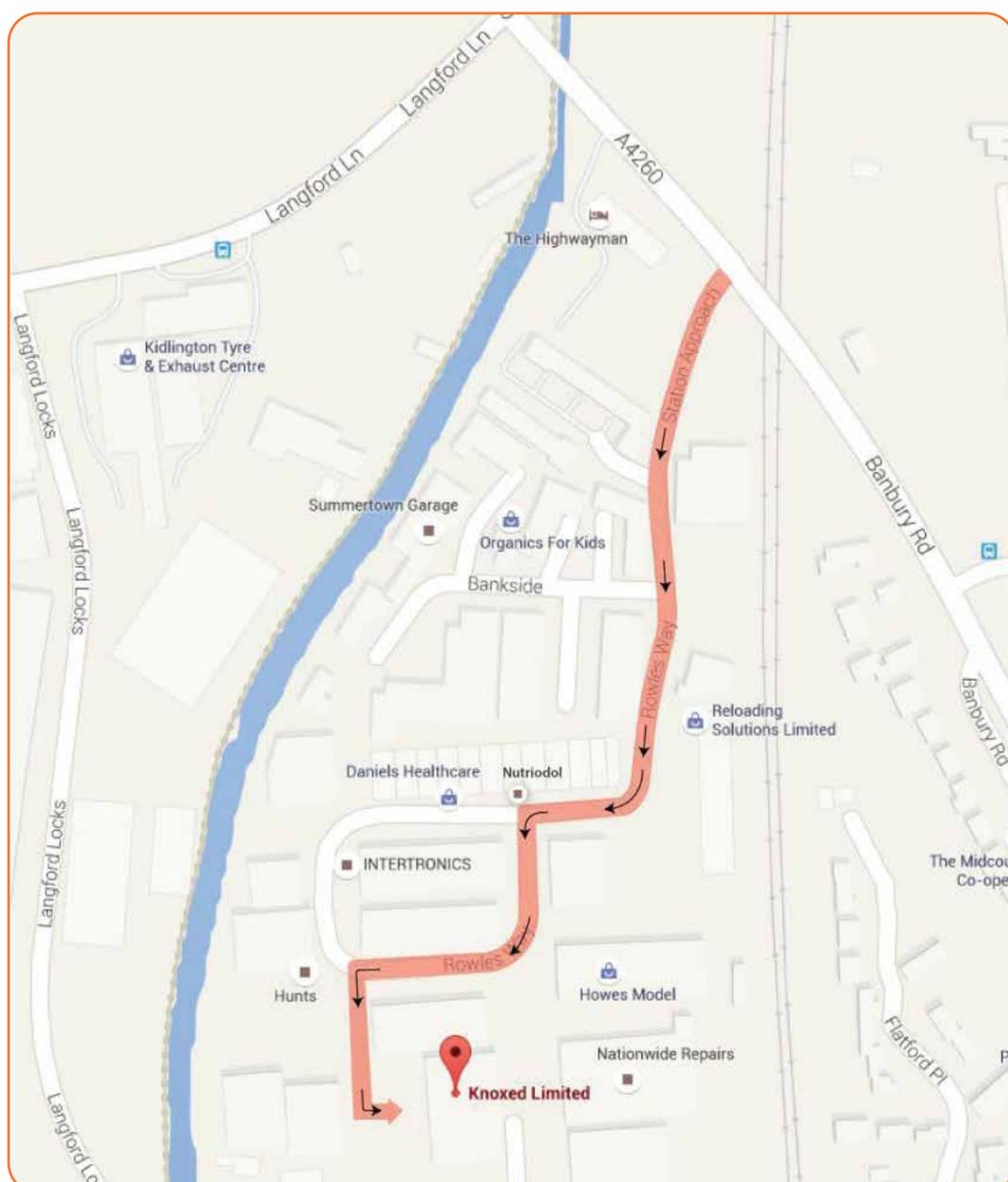
Knoxed Limited, Unit 15 Station Field Industrial Estate, Station Approach, Kidlington, OX5 1JD, United Kingdom.

Website : www.knoxed.com | E-mail info@knoxed.com | Telephone: +44 (0) 1865 856900 | Fax: + 44 (0) 1865 376600

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- Identify bugs and to fix them
- Keep a track on the Seller rating and take appropriate action to maintain it
- To respond to customer enquiries and process incoming orders
- Work with the customer support team to resolve any issues and perform upgrades
- Dealing with customer complaints and issues and directing them to the appropriate department
- Create reports and graphical presentation for reporting to the Management

SALARY: £19K + DEPENDS ON EXPERIENCE



We are new in the Industrial Estate so it can get difficult to locate us. Please use these directions to reach us:

Once you enter the Station Field Industrial Estate, keep heading straight downwards onto Station Approach and further down onto Rowles Way as it turns to the right. As you see 'Nutriodol' on your right, make a left turn (on the one way system) and then an immediate right. As you see 'Hunts' in front of you, please make a left turn and go past the white and yellow fenced gates to enter the parking lot for Knoxed Limited.

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