



Title: Senior E-Commerce Executive

Department: Product & Experience Team

Ebb & Flow Group is seeking a highly motivated, empathetic and detail-oriented Senior E-Commerce Executive, ready to create compelling and captivating work with a dynamic team. The name of your game will be to take control and ownership of our online sales channels, particularly our Japanese Seafood e-commerce store, Supafresh Japan, ensuring that operations and fulfilment go without a hitch, as well as making sure that our customers are delighted at every step of their experience.

Who you'll be working with

Our Product & Customer Experience team works closely with all other departments to design our products and ensure they look, feel and are experienced perfectly by all our customers. The team is looking for tech-savvy generalists who are highly customer-centric and have a passion for product design.

As a Senior E-Commerce Executive, you'll be

- Working with our Product & Customer Experience team to deliver an exceptional online buying experience for our digital brands, in particular Supafresh Japan and Kairos Caviar
- Providing e-commerce support, including product/SKU, order and inventory management
- Managing the packing of orders, order consolidation, order slip preparation and labelling, as well as weekly coordination of deliveries with our Operations team
- Directly interacting with our customers to deliver best-in-class customer support
- Responsible for web content research, building new and updating existing webshops
- Coordinating the launch of seasonal bundles & promotions with our Marketing team
- Assisting with product quality control

To succeed in the role, you'll need

- At least 3 years of professional experience in e-commerce, logistics or customer service
- The ability to work collaboratively in a dynamic team whilst remaining an independent problem solver who can work well without direct supervision
- To be curious, open-minded, optimistic, motivated, responsible and excited by challenges
- Excellent verbal and written communication skills; fluency in Mandarin and/or Japanese in addition to English is a plus

- To be willing to handle fresh seafood. You will get your hands dirty (at least once a week) handling fresh fish. If you cannot or are unwilling to handle fish at least once a week, this job is not for you.

Perks that come with the job...

- The role comes with great autonomy and flexibility - we care less about how you work and more about the end result
- A fun, energetic and fast-paced work environment
- Lots of responsibility very early on – we don't micromanage and want to hear your ideas
- A steep learning curve and a closely-knit team to help you grow
- After-work drinks and team dinners
- Plenty of freebies and discounts at all our partner brands

About Ebb & Flow Group

We create and acquire F&B brands and technologies that elevate consumers' dining experiences.

With 15 brands leveraging our technologies across 10 kitchens in our Group, we have a comprehensive and continuously growing portfolio of companies that sit at the unique intersection of F&B and technology. Notable brands include The Dragon Chamber, Chin Mee Chin, Love Handle Burgers, Tigerlily Patisserie and Supafresh Japan. Our technology portfolio includes Tabletop, a social media food delivery platform, and Aogami, an advanced kitchen management platform.

Based in Singapore, one of the foodie capitals of the world, we are constantly developing and acquiring new brands, outlets and technology products to deliver the most exceptional culinary experiences ever seen. That's why we're always looking for top talent to join the Ebb & Flow family - whether you're a brand creator, software developer, product manager or an operations professional.

Our Business Principles

1. Fast & Focused Execution

Time is just about the most valuable commodity we have. So we believe that under breakneck pressure, an iterative approach ultimately yields the best tangible results. In simple terms, that means we're not afraid to try things, to dive right in and to get it done. It doesn't mean we eschew attention to detail, but recognise that the quest for perfection is reached through incremental accomplishment.

2. Work Hard, Work Smart

An unwavering commitment and work ethic alone just won't cut it without constantly prodding our processes, tweaking our workflows and tinkering with new methods to find sweet spots in

productivity and efficiency. So yeah. We work damn hard and smart. How else would we be able to go all-in at playtime too?

3. The Best Ideas Win

We'll say it because it's true: rank is overrated. We've seen how unchecked bureaucracy silences thought and makes mice of men and women. Not for us. We believe in giving equal voice and listening intently. Because great ideas never happen in a vacuum but spring forth from vibrant cross-pollinated interactions across teams, levels of seniority and life experiences. Whether it comes from the intern or the CEO, make no bones about it - the best idea will always win.

4. Reward in Performance

Not gonna lie - our trade isn't a walk in a park. The food & hospitality industry demands an exceptional degree of sustained commitment. But therein lies opportunity for the unfazed. We provide the framework and support for any aspiration to thrive and succeed. In turn, no earnest effort nor consequential achievement goes unacknowledged. For those who rise with us to the challenge, we reward generously. Any sense of satisfaction follows naturally from within.

5. Seizing Possibility

We believe in magic. Specifically, the kind that happens when we're talking about the value of cooperation and collaboration. By being clear in our mission and bold in our actions, we see endless possibilities for partnerships that can yield mutually beneficial outcomes - the sort of magic that solves problems and improves life for as many as possible everyday.

6. United We Rise

Success is a class act. Great if you pull it off in style, for sure. But the emphasis on "class" is much more about the roomful of mates we cast our professional lot with. We believe we can punch above our weight by pooling talent and sharing experience, leaning on each other's strengths and stoking potential to improve. To that effect, every battle is everyone's battle, as is the glory. We leave the politicking for the politicians because here, we're all in it together.