



About mend

mend™ is a life sciences and biotechnology company that harnesses the power of nature to supercharge health and healing for every body. Our nature-powered supplements are clinically-proven and recognized by the medical community to be effective in accelerating repair, recovery, and improving key risk factors that contribute to chronic conditions. mend™ works with leading hospitals and universities on developing evidence-based clinical nutrition products to enhance patient outcomes. Which is why we're such a hit with high-impact individuals in sports, the military, and anyone living an active life. We are committed to educating the world about the power of natural ingredients as a complement to medical treatment. We make it easy for people to use nature to power themselves back to health. And to stay healthy on the daily.

About the role:

Mend is looking to hire a marketing operations and ecommerce manager for Retail, Amazon, and DTC channels. This role will work closely across operations and marketing to build efficiencies, streamline processes, and manage key priorities that are critical to the success of the business. This person will work with a dynamic team and help with the overall strategy of expanding into new channels.

Responsibilities:

- Manage the relationships with key retail outlets; account management; project management working across multiple functions
- Manage Amazon operations including, but not limited to: listings, regulatory, inventory management
- Evaluate and implement solutions to streamline ecomm operations
- Lead logistics support and relationship management with 3PL
- Ability to project, communicate, and manage new initiatives and relevant budgets
- Help to manage website development, design, and strategy with marketing and creative teams
- Work cross functionally to improve online merchandising strategy and product displays
- Support efforts to elevate site performance through extensive AB testing
- Own and manage a full suite of digital analytics, tagging, tracking, and reporting

Skill requirement:

- 5-7 years of experience
- Retail operations experience preferred

- Shopify plus experience, including related tools and plugins like Recharge, Wordpress, Okendo, CrazyEgg, etc
- 2-3 years of Project Management experience or the equivalent
- 3+ years of eCommerce site management
- 3+ years experience in Google Analytics and Google Tag Manager
- Experience with tools including, but not limited to Google Optimize, User Testing, CrazyEgg/HotJar, and Nosto
- Highly-organized
- Able to meet tight deadlines
- Data-driven with ability to connect results with goals
- Self-starting, creative problem solver