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# Example of Consumer Operations Job Description

Our company is searching for experienced candidates for the position of consumer operations. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for consumer operations

* Analyze reports to identify trends, and opportunities, and distribute findings to the division
* Assist with setup of automated CRM program using Salesforce Marketing Cloud tool
* Assist in creating and managing effective testing strategy to test efficiently, and to roll out winners across all brands quickly
* Manage system quality assurance and SLA with 3rd party vendors in align with ISMS (Information Security Management System) to ensure strong security standards own eStore and sales channel sites stability required by the local market law
* Lead enhancements in process and function of own eStore and sales channel sites by testing and verifying programs or function source developed by 3rd party vendor
* Deploy verified change request to system functionalities and process with “organized deployment” methodology on eStore and sales channel sites in order to reflect eCommerce operations needs
* Closely collaborate with vendors to continually monitor own eStore and sales channel sites to identify incident or bugs and organize appropriate follow up actions
* Ensure full compliance with the applicable laws and regulations, and provide all aspects of communication and guidance to the stakeholders
* Work closely with vendors and service providers which are relevant to the eStore and sales channel sites management to maximize the profits in eCommerce business Manage eStore and sales channel sites in order to provide
* Initiate website changes together with internal and external stakeholders with proactive and collaborative approach in order to reflect eCommerce Operations needs

## Qualifications for consumer operations

* Experience with CSS coding a plus, but not required
* Experience with Salesforce/ExactTarget Ampscript functions is a big plus
* Must possess exceptionally strong analytical and quantitative skills and be proficient with all Microsoft Office applications
* Prior direct marketing experience a plus
* Advanced communication skills, including building executive-friendly Powerpoint materials
* Basic understanding in process methodologies (BPI, Six Sigma, Lean, ) a plus