



Job Opportunity:

Project Manager – Online Merchandising & Operations

Are you a strategic thinker with a passion for e-commerce and operational excellence? Join our team as a **Project Manager**, where you'll lead the charge in shaping online webshops, driving operational efficiency, and delivering exceptional customer experiences.

In this role, you'll take ownership of end-to-end project management, overseeing customer inquiries, managing orders, negotiating with suppliers, and ensuring seamless execution. You'll collaborate closely with an experienced account manager while leading initiatives that drive growth and enhance client satisfaction.

About Us

As part of the D-Side Group, our Corporate & Promotional Merchandising division has been a trusted leader in creating innovative promotional products and branded apparel since 2002. We've steadily expanded our presence across Europe, the Middle East, and Asia, supporting a wide range of projects, events, and product launches.

With a client portfolio spanning industries such as automotive, healthcare, and beverages, every project presents unique challenges and opportunities to innovate, making this an exciting and rewarding environment for growth.

Key Responsibilities

E-commerce Merchandising

- **Product Assortment Management:** Curate and manage the digital showcase of luxury collections, ensuring key products are highlighted, particularly during peak shopping periods.
- **Merchandising Strategy:** Craft and implement innovative digital merchandising strategies that align with the brand's overarching marketing and sales objectives.
- **UX/UI Optimization:** Partner with design and development teams to enhance the user experience (UX) and user interface (UI), ensuring a visually striking and seamless shopping journey.
- **Content Management:** Collaborate with the content team to create and maintain high-quality product pages that uphold the brand's luxury standards and consistent messaging across all platforms.
- **Inventory and Stock Management:** Monitor stock levels to ensure the online assortment aligns with available inventory, working closely with operations and supply chain teams to maintain optimal stock for best-selling items.

Promotions & Campaigns

- **Promotional Campaigns:** Plan and execute impactful seasonal campaigns, flash sales, and product launches, ensuring they align with the brand's aesthetic and luxury positioning.
- **Cross-Department Collaboration:** Partner with marketing, sales, and operations teams to integrate promotional strategies across e-commerce, email marketing, and social media channels.
- **Performance Analysis:** Evaluate campaign performance using KPIs such as sales data, conversion rates, and customer engagement, optimizing strategies for maximum impact.
- **Exclusive Offers & Events:** Design and manage exclusive online offers and events tailored to high-value customers, VIP clients, and loyalty program members.

Project Management

- **End-to-End Project Oversight:** Lead and oversee multiple e-commerce projects, ensuring timely delivery within budget and to the highest quality standards.
- **Stakeholder Communication:** Foster seamless communication with internal stakeholders, including creative, marketing, digital, and sales teams, to ensure alignment and efficient project execution.
- **Vendor Management:** Coordinate with external agencies and third-party service providers, ensuring the timely delivery of assets, promotions, and campaigns.
- **Budget Management:** Manage budgets for merchandising and promotional activities, executing projects efficiently without compromising quality or brand integrity.

Reporting & Analytics

- **Data-Driven Decisions:** Track and analyze key metrics to assess campaign success and provide actionable insights for continuous improvement.
- **A/B Testing:** Conduct A/B testing on page layouts, product placements, and promotional banners to drive higher conversion rates and engagement.
- **Trend Monitoring:** Stay ahead of industry trends, competitor activities, and emerging technologies to ensure the brand leads in the luxury e-commerce space.

Qualifications

Education & Experience

- Bachelor's degree in Marketing, Business, or a related field. A Master's degree is a plus.
- 3-5 years of experience in e-commerce merchandising, project management, or digital marketing, ideally within a luxury or high-end retail setting.
- Deep understanding of e-commerce platforms, digital merchandising best practices, and online consumer behavior.
- Proven track record of managing cross-functional teams and driving projects from concept to completion.

Skills & Competencies

- **Project Management:** Exceptional organizational skills and the ability to juggle multiple projects and deadlines effectively.
- **Analytical Skills:** Strong capability to analyze data and translate insights into actionable strategies that enhance e-commerce performance.
- **Communication:** Superior written and verbal communication skills with the ability to influence stakeholders at all levels.
- **Luxury Brand Sensibility:** A deep understanding of luxury brands and the ability to uphold their image and values in all e-commerce and promotional activities.
- **Attention to Detail:** A keen eye for detail and a commitment to impeccable execution across all aspects of e-commerce and promotional strategies.
- **Digital Tools Proficiency:** Strong command of MS Office Suite (Teams, Outlook, PowerPoint, Word), along with proficiency in Excel and reporting tools.
- **Creative Thinking:** Innovative mindset with the ability to develop solutions that drive engagement and sales while preserving brand integrity.

Languages

- Bilingual in French and English (both written and spoken). Knowledge of Dutch is a plus.

Why Join Us ?

- **Innovative Work Environment:** Collaborate with passionate, talented individuals at a leading global luxury brand.
- **Career Development:** Opportunities for growth and continuous learning in an ever-evolving industry.
- **A Value-Based Company:** Be part of a company that is committed to values and making a meaningful impact.
- **Exciting Impact:** Make a tangible difference in a dynamic, sustainable, and forward-thinking environment.

Eager to be part of a team that prioritizes creativity, innovation, and excellence?

We're excited to hear from you!

Patricia Mommaerts

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