



Your Entertainment Partner

# JOB OPPORTUNITY: OPERATIONS & ORDER MANAGEMENT SPECIALIST

**Job Type:** Full-time (Hybrid / Remote)

**Vacancy:** 02 positions

**Target Market:** United States & Canada

**Working Hours:** Mon - Sat, 8:00 AM – 7:00 PM (Flexible Shifts)

## ABOUT US

SuperBox TV Box Store is the most trusted retailer of authentic SuperBox TV Box S6, S7, and S8 series in the US and Canada. With our customer-centric slogan, "Your Entertainment Partner," we bridge the gap between high-end home entertainment technology and seamless delivery. To support our rapid growth across North America, we are seeking highly organized, proactive, and problem-solving **Operations & Order Management Specialists** to streamline our end-to-end e-commerce supply chain.

## JOB DESCRIPTION

As an Operations & Order Management Specialist, you will be the backbone of our daily store operations. You will manage the entire lifecycle of an order—from the moment a customer clicks "Buy" on our website to successful doorstep delivery. You will coordinate between web backend systems, physical warehouses, and international logistics partners.

### Key Responsibilities:

- **Order Processing & Syncing:** Monitor, verify, and process daily incoming orders via the website CMS. Ensure precise product details (SuperBox S6, S7, or S8 models) and correct customer shipping info are synced with fulfillment teams.
- **Logistics & Carrier Coordination:** Work closely with major global shipping carriers (DHL, FedEx, USPS, UPS, etc.) to arrange shipments from our US warehouse (Anaheim, CA) and Canada warehouse (North York, ON).
- **Inventory & Stock Tracking:** Track inventory levels in real-time. Forecast stock demands and generate alerts to prevent stockouts of hot-selling TV Box models and accessories.
- **Delivery Troubleshooting:** Proactively resolve shipping anomalies, customs delays, address corrections, lost packages, and failed delivery attempts.
- **Returns & Refunds Management (RMA):** Handle product returns, exchanges, and reverse logistics in accordance with the store's policy.

- **Performance Reporting:** Maintain clear logs of daily order volumes, shipping costs, delivery times, and return rates to optimize operational costs.

## JOB REQUIREMENTS

- **Experience:** Minimum 1–2 years of experience in E-commerce Operations, Order Fulfillment, Supply Chain, or Logistics management (Experience in Cross-border E-commerce or US/CA Shopify/WooCommerce ecosystems is a massive plus).
- **Language Proficiency:** Advanced written and verbal English (Equivalent to IELTS 6.5+ or professional working proficiency) to efficiently communicate with North American logistics partners and handle customer queries via email or WhatsApp.
- **Technical Skills:** Proficient with order management software, inventory systems, and basic Excel/Google Sheets data manipulation.
- **Mindset & Work Ethic:** Exceptional attention to detail (zero tolerance for shipping wrong models). Strong crisis-management skills to handle shipping delays or carrier disputes calmly.
- **Flexibility:** Willingness to check systems and monitor crucial delivery statuses within the US/Canada business hours when required.

## BENEFITS & COMPENSATION

- **Attractive Salary:** Competitive base salary (negotiable based on experience) + Monthly Performance Bonuses linked to order fulfillment efficiency and accuracy.
- **Flexible Work Environment:** Work fully Remote or Hybrid with state-of-the-art digital tools.
- **Career Growth:** Opportunity to lead the operations department as the store expands its product line and enters new markets.
- **Health & Wellness:** Annual leave, holiday bonuses, and health insurance stipends (applicable based on region).
- **Employee Discounts:** Exclusive internal discount programs on all SuperBox authentic series and upcoming entertainment hardware.
- **Professional Training:** Sponsored courses on Advanced Supply Chain management, E-commerce Tech Stack, and Analytics tools.

## HOW TO APPLY

Are you ready to join us as *Your Entertainment Partner*? Send your English CV/Resume and a short cover letter highlighting your e-commerce operations experience to our recruitment department.

**Email:** customer@superboxtvboxstore.com

**Subject Line:** [SuperBox] Operations Specialist - [Your Full Name]

**WhatsApp/Call:** +1(604) 239-6845

**Website:** <https://superboxtvboxstore.com/>

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*SuperBox TV Box Store is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.*