



E.B. Horsman & Son

The Electrical Distributor of Choice!

About the Team

E.B. Horsman & Son (EBH) has been in business since 1900. We are strong, nimble and growing! EBH is proud to be a successful Western Canadian electrical distributor with 20+ locations throughout BC, Alberta, and Saskatchewan, and we are consistently recognized as one of Canada's Best Managed companies. We take pride in living our core values and carrying our mission statement of "Providing the Best People, Best Solutions in the Electrical Industry."

While at EBH You Will Enjoy

The people & culture. You will be surrounded by the best talent in the industry and high team collaboration with people you can be proud to work with.

The perks. We offer full benefit package with a competitive compensation plan with profit sharing, Employee Share Ownership Program (ESOP) and your birthday off.

Ongoing training. You will receive one on one training where personal development and growth is an important part of our culture.

Work Location

Based out of Head Office in Surrey, BC, with remote working option.

About the Role

The **E-Commerce Manager** will be responsible for establishing and managing the Digital Commerce Strategies, operations and web services across the organization. They will require a deep passion for improving the experience of customers while having an appreciation for the challenges associated with the digital transformation of a fast-paced, high-growth, highly collaborative, entrepreneurial business. This role will be reporting to the Vice President of Marketing and will work closely with our leadership team on developing strategies to develop the ecommerce roadmap

What are the Key Accountabilities?

Strategic Business Partner

- Understand business strategy to create and support processes to execute Digital Commerce strategy to drive revenue, gross profit, internal/external customer experience, technology roadmaps digital commerce goals in alignment with our company strategic plans and core values.
- Ensure business systems including e-commerce platform are functioning in the most efficient and effective way to support the strategic objectives of the company.
- Work with other functional business areas to ensure document controls, guidelines, training and ISO requirements are considered



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- Ensuring eCommerce architecture and technology platform is maintained and integrated with internal system. Closely working with the IT department to ensure capability with any hardware, software or system and security requirement
- Highly involved in product information management (PIM) strategies that will support and accelerate sales and marketing strategies.
- Working closely with the Marketing team to develop strategies and tactics to market web services and continually review for maintenance and improvements.

Continuous Improvement & Innovation

- Direct the research and evaluation of emerging technology, industry, and market trends.
- Recommend new or different technologies that will not only meet project requirements, but also align to business objectives, roadmaps and strategic solutions, as well as to the organization's architecture principles and standards.
- Empowered to try new approaches and learn new technologies. Have a desire to learn and embrace new and emerging technology.
- Conducts training with internal and external (customers and suppliers) customers, designs and deploys programs on how to use digital commerce tools. Keeps all appropriate staff up to date on changes or updates to systems as needed and best practices for using them.

A Team Player

- Working in a collaborative team-oriented environment, share information, value diverse ideas, and partner with cross functional and remote teams.
- Provides or manages coaching and training/cross-training for team members. Makes recommendations for upskilling, staff succession, compensation reviews , employee development or performance issues

Agile Team Member

- With strong sense of urgency and a desire to work in a fast-paced dynamic environment, deliver solutions against strict timelines.

What you bring to this role?

- This position requires the expertise of a proven customer service manager, ideally with e-commerce industry experience.
- A strong team leader and individual contributor who knows how to work with colleagues to get the best out of the team. A natural initiator with strong business acumen, critical thinking capabilities and technical ability.



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- A fast learner with a desire for new skills and the desire and ability to build knowledge quickly. Able to react and respond quickly in a fast-paced environment where requirements may change.
- Able to lead technical discussions with internal customers that drive decisions and implementation.
- Have a solid understanding of delivery methodology to help ensure solutions are implemented according to the design/architecture
- Able to stay current on technology, ie. M365 features and capabilities including availability, reliability, performance, monitoring, backup, and security
- Have an ability to visualize, articulate, and solve complex problems
- Have high standard of organizational skills and strong attention to detail
- Able to participate in compliance and security reviews as necessary
- Able to work with third party service providers to ensure E.B. Horsman business and architectural requirements and standard are being met
- Ability to be inclusive, collaborative, and respectful

Required Skills and Experience

- 3+ years of experience in an e-Commerce role
- 3+ years of experience working with databases, scripting languages, general purpose programming languages, Client software and Server software languages
- 3+ years of customer service experience
- Advanced computer skills with high proficiency in MS365, cloud based and virtual platforms and computer design/development software, ie. MS Teams, CRM
- English language proficiency
- Proven ability to form strategic partnerships, build relationships and respect cultural diversity, including ability to be inclusive, collaborative and respectful
- Reliable transportation is required

Our Values: Celebrating the Past, Empowering the Future

Teamwork & Collaboration | Integrity | Commitment | Reliability | Initiative | Continuous Improvement

Take Your Next Step With EBH



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If you believe your skill set matches the above description and are an enthusiastic, innovative, passionate and energetic individual we would like to hear from you. Please visit our website to apply for this posting www.ebhorsman.com/careers or click "Apply" on this posting.

Our Commitment to Inclusion & Diversity

E.B Horsman & Son is a proud equal opportunities employer and we are committed to creating a respectful, inclusive and barrier-free workplace that allows all of our people to reach their full potential. A diverse workforce is key to our success and we believe in bringing your whole self to work. We welcome all qualified candidates to apply and hope you will choose E.B. Horsman & Son as your employer of choice.



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