

E-Commerce Operations and Supply Chain Coordinator (NOC 13201)

Job ID
51172

HayeNii Corp.

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LOCATION	DATE POSTED	EXPIRY DATE	
236 Saint George Street, 2nd Floor, Unit 210, Office 015, Moncton, NB New Brunswick	19-08-2026	15-02-2027	
TYPE OF JOB	SALARY	MIN. EXPERIENCE	MIN. EDUCATION
Full Time	CAD 32.00 - 35.00 per hour	1 year to less than 2 years	College, CEGEP or other non-university or diploma from a program of 1 year to 2 years

Job Details

Company operating name/Legal Name: HayeNii Corp.

Business address: 236 Saint George Street, 2nd Floor, Unit 210, Office 015, Moncton, New Brunswick, E1C 1E4

Work location: Moncton, New Brunswick

Number of vacancies: 1

Terms of employment: Permanent, full-time

Hours of work: 40 hours a week

Wage: \$32.00 to \$35.00 per hour, depending on experience

Language of work: English

Benefits: Statutory vacation and vacation pay will apply.

Contact email: info@hayenii.com

About HayeNii

HayeNii is a New Brunswick-based e-commerce brand built around the idea of helping customers “engrave your memories.” Through its store, HayeNii offers personalized jewelry and keepsakes, including custom name necklaces, engraved photo jewelry, multilingual namepieces, bracelets, rings, and other meaningful gift items that turn names, photographs, family connections, faith, and cultural heritage into wearable keepsakes.

Job Duties

The E-Commerce Operations and Supply Chain Coordinator will be responsible for daily e-commerce operations, including:

- Review Shopify orders and verify customized order details;
- Transfer customization details to internal order-tracking records;
- Check customer names, addresses, engraving text, photos, product options, colours, sizes, chains, and special instructions;
- Prepare supplier order sheets and send supplier orders;

- Communicate with suppliers regarding order details, production questions, changes, pricing, quality concerns, and problem orders;
- Review supplier pricing and assist with supplier and product research;
- Receive tracking information, update order records, and monitor shipments;
- Fulfill Shopify orders and maintain accurate order-status records;
- Monitor delayed, incomplete, or problem shipments and follow up as needed;
- Respond to customer inquiries by email and social media;
- Assist with routine customer-service issues, including corrections, replacements, refunds, and discounts, within company guidelines;
- Maintain spreadsheets, supplier-chat records, and other operating records;
- Assist with jewelry product research, supplier research, and quality-control follow-up;
- Support collaboration and influencer/outreach communications as required; and
- Report to the Director and follow company procedures for financial, supplier, and customer-service approvals.

Skills and Experience Requirements

Applicants must have:

- 1 year experience in e-commerce operations, online order processing, supplier coordination, procurement support, order fulfillment, logistics coordination, customer service, or a related role;
- Experience or knowledge in the jewelry, customized products, fashion accessories, retail, or e-commerce sector is an asset;
- Experience using Shopify or another e-commerce platform is an asset;
- Experience using spreadsheets or similar order-tracking tools;
- Strong attention to detail when reviewing customized product information, including names, addresses, product options, and special instructions;
- Ability to communicate clearly with customers, suppliers, and internal team members in English;
- Ability to maintain organized records and follow up on multiple orders and supplier communications;
- Ability to work independently and meet deadlines in a fast-paced e-commerce environment; and
- Good problem-solving skills for order corrections, shipping issues, and customer-service matters.

Education Requirements

- Bachelor's degree or equivalent post-secondary education is preferred.
- A combination of education and relevant experience may be considered.

How to Apply

Please send your resume and cover letter by email to:

info@hayenii.com

Only applicants selected for an interview will be contacted.

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