



Title: eCommerce Director

Reports to: Chief Financial Officer

NEXT Supply is the new generation of supplier in wholesale Plumbing and Hydronics –setting superior standards in service, product availability and delivery. NEXT has strategically located local warehouses across and beyond the GTA, each with a full quantity of inventory and strong, strategic delivery capabilities.

Position Overview:

We are seeking a dynamic and experienced eCommerce Director to lead our online sales initiatives and drive growth in our digital channels. The ideal candidate will have a proven track record of developing and executing successful eCommerce strategies, along with strong leadership skills and a passion for driving results.

Key Responsibilities:

- Near-term
 - Execute the strategic eCommerce vision and plan
 - Build a team (including an offshore virtual assistant team)
 - Own a data enrichment product for all SKUs to be sold online
 - Manage the implementation of new technology platforms (e.g. eComm, CRM)
 - Own existing IT responsibilities
- Mid-term
 - Define SOPs and process documentation to scale
 - Optimize the existing IT infrastructure and vendor relationships
 - Get customers to adopt the new online store and drive online sales
 - Secure new customers online
- Long-term
 - Scale eCommerce to 25%+ of the business' annual sales within 3 years
 - Position the business to adopt new technologies as required to capitalize on market opportunities.
 - Scale a B2C strategy that leverages existing and new brands (e.g. 3P marketplace strategy, creation of a D2C focused site)

Technical Abilities

- eCommerce
 - Believes in multi-homed SaaS models as the future of eCommerce platforms
 - Experience overseeing eCommerce revenue
 - Online customer acquisition
 - Website structure and optimization
 - Product merchandising
 - Analytics and reporting
 - Technical knowledge of data and systems
 - Well-defined views for how to scale eCommerce efforts effectively

- Technology
 - Experience with ERP, CRM, eCommerce, Analytics/BI, and other tech platforms
 - Experience working at a head of IT capability using outsourced resources
 - **Bonus:** Direct involvement in re-platforming projects and new system implementations
- Financial
 - P&L forecasting and cost budgeting
 - Understanding of ROI and sound financial decision-making
 - Financial and quantitative analysis
- Operations
 - SOPs and documentation creation to scale operations
 - Awareness of how decisions impact other business units and working with other teams
 - **Bonus:** Overseeing offshore VA (virtual assistant) teams
- Team
 - Demonstrable experience identifying and recruiting top talent
 - Developing performance-based compensation plans
 - Managing an in-house and offshore team

What we require:

You are a driven, competitive, and team-oriented leader who elevates people around you while achieving impressive results. You have a passion for eCommerce and technology and can envision where the world is headed over the next 3-5 years. You think critically, execute with urgency, and hold yourself to the highest standards of performance and personal integrity. You thrive in an environment where the goals are ambitious, the vision is clear, and there is latitude to achieve results with clear accountability.

- 5+ years of experience in eCommerce management with a proven track record of driving online sales growth.
- Technical knowledge and aptitude (IT, ERP, CRM, eComm, etc.)
- Strong understanding of eCommerce platforms, digital marketing channels, and analytics tools.
- Excellent leadership, communication, and interpersonal skills.
- Ability to think strategically, analyze data, and make data-driven decisions.
- Proven ability to manage multiple projects and priorities in a fast-paced environment.

Successful Candidates will be required to:

- Be on-site at the Vaughan, ON location.
- Produce a clear police record check.

For consideration, please apply online. As part of our commitment to inclusivity, diversity, equity and accessibility, our goal is a workplace built on respect that reflects the communities we serve. We thank all applicants for their interest in NEXT Supply but only those selected for an interview will be contacted.

We are proud to be in compliance with the Accessibility for Ontarians with Disabilities Act (AODA), 2005 and the Integrated Accessibility Standards Regulation. We are happy to honour accommodations at any part of the recruitment process and invite you to let us know how we can help.