

Business Development Director

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eppc

EPPC Albania on behalf of its client ,an online marketplace, is currently recruiting a **Business Development Director**.

Major responsibilities:

- Lead overall business strategy and growth initiatives for the company, focusing on scaling operations and expanding market share;
- Oversee day-to-day operations, optimizing the e-commerce platform, logistics, and customer experience;
- Develop strong relationships with stakeholders, including suppliers, partners, and investors;
- Manage a leadership team to drive marketing, sales, and operational efficiency;
- Monitor financial performance, budgeting, and cost management to ensure profitability;
- Drive a customer-centric culture that prioritizes user experience, customer care, and engagement;
- Establish and maintain a solid network of vendors, ensuring effective negotiations and partnership growth to secure competitive pricing and high-quality product offerings;
- Focus on building strong customer relationships in a market where e-commerce is still emerging, ensuring that customer care and engagement are top priorities to build trust and loyalty.

Requirements for this position are:

- **Previous experience in E-commerce, technology or retail**, in management roles;
- **Comfortable working with digital platforms**, including familiarity with e-commerce trends, UX/UI, and customer acquisition channels;
- **Skilled in negotiating contracts**, fostering long-term relationships and effectively coordinating with suppliers to enhance product quality and ensure competitive pricing;
- **Experience managing operations, logistics, or supply chain**, particularly in e-commerce.
- **Strong understanding of financial metrics, including P&L** management, budgeting, and scaling a profitable business.
- Experience developing and implementing customer care strategies to foster engagement, particularly in markets where e-commerce is not yet well established;
- **Proficient in English**;
- An established network within the e-commerce, retail, or tech communities in Albania or the Balkans is beneficial.

How to apply:

To apply for this opportunity, please fill your application at: <https://aplikim.eppc.al>