

E-Commerce Brand Manager & Operations Director

REMOTE (UNITED STATES) · GENERAL MANAGEMENT, BRAND GOVERNANCE & OPERATIONAL SCALING

Company & Storefront	SuperBox for Sale (superboxforsale.com)
Employment Status	Full-Time (Executive W-2 or Senior Contractor Agreement)
Available Openings	1 Position (General Management, Brand Governance & Operational Scaling)
Physical Work Location	Remote — United States (Candidates must legally reside within the continental US)
Target Compensation	\$85,000 – \$115,000 base salary (\$40.85 – \$55.25/hr equivalent), plus profit-sharing & tech stipend

01 About SuperBox for Sale

SuperBox for Sale is an established authorized North American distributor of premium Android media hubs, supplying authentic SuperBox hardware—including the S6, S7, and flagship S8 generations—directly to home theater enthusiasts, cord-cutters, and families across the United States and Canada.

Because our media hubs represent a substantial consumer investment (\$300 to \$400+ per unit), scaling our brand cannot depend on chaotic, disjointed marketing tactics or sloppy logistics. Every customer touchpoint—from the initial Google ad or creator review, through our high-speed checkout experience, to physical warehouse unboxing and long-term technical support—must project absolute credibility, operational discipline, and uncompromising reliability. The E-Commerce Brand Manager & Operations Director serves as the general manager of our business engine, orchestrating cross-functional teams, managing unit economics, and aligning commercial growth with flawless execution.

02 Strategic Purpose of the Role

We are seeking a commercially seasoned, analytical, and systems-minded E-Commerce Brand Manager & Operations Director to take comprehensive ownership of our day-to-day business ecosystem. In this executive capacity, you will not be a passive coordinator; you will be the operational linchpin connecting customer acquisition, web technology, supply chain forecasting, and post-purchase customer satisfaction.

Reporting directly to the executive leadership team, you will synchronize the efforts of our Digital Media Buyer, SEO Specialist, Webmaster, Copywriters, Video Creators, Warehouse Logistics Team, and Customer Support Leads. Your mandate is to eliminate operational friction, safeguard our gross margins, maintain healthy cash flow cycles, and ensure that our brand maintains its position as the most trusted authorized SuperBox distributor in North America.

03 Weekly Cadence & Operational Rhythm**Operating Hours**

EST / PST

9:00 AM – 5:30 PM EST

(6:00 AM – 2:30 PM PST)

Monday through Friday operational core.

Weekly Cadence

MANAGEMENT

Mon: P&L and MER audits; Tue–Thu:

Cross-functional alignment sprints; Fri:

Supply forecasting & scorecards.

Peak Campaigns

EXECUTIVE

Directing brand preparedness and stock staging during Cyber Week, Super Bowl viewing rush, and hardware launches.

04 Key Operational Responsibilities**1. Cross-Functional Team Leadership & Departmental Synergy**

Unify distributed remote and on-site specialists into a high-accountability commercial unit. Establish clear shared KPIs and direct inter-departmental communication so marketing, web development, customer support, and warehouse logistics operate in tight coordination. Ensure promotions match picking capacity, customer pain points inform website updates, and hardware drops launch with full multi-channel asset support.

2. E-Commerce P&L Management & Unit Economics Governance

Maintain daily oversight of contribution margins, scrutinizing how ad spend, payment gateway fees (Stripe/PayPal/Authorize.net), shipping freight, packaging costs, and return rates interact to produce net profitability. Implement disciplined margin guardrails across discount structures, monitor blended CAC against 30-day repeat accessory purchases, and optimize rolling operational budgets toward high-yield channels.

3. Inventory Forecasting, Logistics Governance & Supply Chain Rhythm

Build predictive inventory models factoring in container sea-freight transit times, domestic air replenishment schedules, and daily unit burn rates. Work directly with warehouse operations to prevent out-of-stock scenarios during peak retail quarters while avoiding excess holding costs on aging tiers. Monitor carrier delivery performance (USPS, UPS, FedEx) and optimize bulk pallet distribution for wholesale channels.

4. Brand Equity Defense, Channel Integrity & Anti-Counterfeit Strategy

Enforce Minimum Advertised Price (MAP) policies across digital retail channels, guiding legal interventions and partner suspensions against rogue distributors who undermine pricing stability. Champion authorized dealer status, ensuring storefront, social media, and customer communications continually articulate the technical safeguards of authentic factory warranty coverage to protect consumer trust.

5. Merchant Risk Management, Gateway Health & Chargeback Mitigation

Manage payment processing infrastructure alongside the Webmaster and fraud prevention partners to monitor transaction velocity, chargeback ratios, and friendly fraud claims. Maintain structured address verification rules (AVS/CVV), implement clear dispute resolution workflows, and foster transparent relationships with merchant underwriting partners to ensure uninterrupted payment processing.

05 Candidate Profile & Professional Qualifications

- **Proven E-Commerce General Management Track Record:** At least five to seven years of progressive operational management experience in D2C e-commerce, consumer technology, or hardware distribution, including at least two to three years in a brand director, e-commerce manager, or head of operations role. Proven history managing eight-figure annual gross revenue pipelines, supervising cross-functional creative, technical, and logistics talent, and scaling direct storefronts profitably.
- **Financial Rigor & Strategic Business Acumen:** Thoroughly comfortable dissecting financial statements, calculating contribution margin dollars, and modeling inventory cash-conversion cycles. Understands the direct financial impact of conversion rate shifts, packaging costs, and chargeback disputes. Relies on empirical data modeling, validating operational assumptions through analytics platforms and cost ledgers.
- **Empathetic Leadership & High Emotional Intelligence:** Exceptional communication finesse managing a hybrid workforce spanning remote creative specialists, software developers, customer care representatives, and on-site warehouse logistics teams. Commands respect, listens patiently to frontline feedback, resolves bottlenecks without corporate politics, and inspires organizational accountability.

06 Home Office & Executive Infrastructure Requirements**Computing Setup**

High-performance PC/Mac with at least 16 GB to 32 GB RAM, SSD storage, and dual high-resolution monitors to navigate complex financial models, analytics, and streams.

Broadband Connectivity

Business-grade broadband with at least 100 Mbps download and 25 Mbps upload speeds, connected directly via Ethernet for flawless executive strategy calls.

Executive Environment

Private dedicated home office space with professional video framing and high-definition noise-canceling audio suitable for high-stakes partner negotiations and supplier syncs.

07 Executive Compensation, Growth & Perks

- **Base Salary:** \$85,000 to \$115,000 per year (or \$40.85 – \$55.25 per hour equivalent), tailored to your relevant D2C scale experience, financial acumen, and leadership pedigree.
- **Quarterly Executive Profit-Sharing:** Direct quarterly performance bonuses tied to overall net profitability, contribution margin growth, and company-wide operational efficiency targets.
- **Hardware Lab Kit & Tooling Allowance:** Complimentary flagship SuperBox hardware suites (S6, S7, S8) for your home setup, accompanied by a dedicated software and equipment stipend.
- **High Operational Autonomy:** Broad operational authority to restructure departmental workflows, evaluate new software vendors, pioneer operational protocols, and directly steer North American expansion.

08 Application Instructions

To submit your executive application for this position, send an email directly to careers@superboxforsale.com with the exact subject line formatted as:

Executive Application: E-Commerce Brand & Operations Director – [Your Full Name]

Please include the following three elements in your application email:

1. **Executive Dossier / Resume:** Highlighting leadership roles in e-commerce brand management, revenue milestones achieved, team sizes directed, and physical hardware experience.
2. **Operational Leadership Case Study:** Describe a specific instance where you took ownership of an e-commerce brand experiencing operational friction (rising CAC, stockouts, fulfillment backlogs, margin compression), detailing your strategic diagnosis and financial turnaround.
3. **Strategic General Management Challenge (300 words max):**

Prompt: Suppose that 6 weeks prior to Black Friday, you discover that a delayed overseas container has cut your projected Q4 inventory of flagship SuperBox S8 units by 35%, while your Meta and Google ad campaigns are already pacing profitably toward record revenue projections. Simultaneously, your payment processing gateway flags an uptick in friendly fraud chargebacks. Detail your step-by-step executive action plan to re-balance marketing spend, prioritize inventory distribution across direct-to-consumer and wholesale dealer channels, protect merchant account health, and safeguard overall net profitability.

09 Equal Opportunity Employer

SuperBox for Sale is an Equal Opportunity Employer. We evaluate all applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, veteran status, or other legally protected characteristics. We value commercial tenacity, transparent servant leadership, and an uncompromising dedication to operational excellence across all our remote and on-site business functions.

10 Official Business Identification & Dealer Verification

SuperBox for Sale is a leading authorized dealer of SuperBox, specializing in the supply of genuine SuperBox TV boxes Series S6, S7, and S8 across the United States and Canada.

Recruiting Desk: careers@superboxforsale.com
Executive Office: support@superboxforsale.com

Sales Hotline (WhatsApp): **+1 (945) 254 6147**
24/7 Tech Desk (WhatsApp): **+852 9674 3876**

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