

Matas Group is looking for a Digital Operations Specialist – Checkout & Delivery

About the role

We're looking for a hands-on and curious **Digital Operations Specialist – Checkout & Delivery** to help strengthen the stability, quality, and performance of our digital shopping experience across the Nordics.

This role suits someone who enjoys digging into complex systems, understanding the details, trying things out, and solving problems by getting close to the actual configuration. Your main responsibility will be to ensure that checkout flows, delivery options, and customer-facing communication are correctly set up, well-timed, and continuously improved.

You'll play a key role in making sure customers always receive accurate delivery information at the right time. Working in the Digital Operations team, you'll help keep daily operations running smoothly, support incident handling, and push improvements across our e-commerce setup. You will work closely with logistics, tech, e-commerce, and customer service to simplify complexity, reduce friction, and secure consistent experience across multiple systems and markets.

Key responsibilities

- Maintain, configure, and update checkout and delivery setups across DK/SE/NO/FI
- Ensure delivery messages, timing logic, and rules are accurate, consistent, and aligned with business and logistics needs
- Navigate a multi-vendor/system setup and secure clear, consistent customer communication
- Dive into performance data to identify issues, trends, and improvement opportunities
- Troubleshoot, experiment, and identify root causes quickly
- Support daily operations: incident handling, hands-on testing, documentation, and follow-up
- Work with cross-functional teams to drive operational efficiency and continuous improvement

Who you are

- Analytical and structured with strong attention to detail
- Have a technical background (bachelor's degree in computer science or similar) and preferably relevant experience in the field of eCommerce, logistics or digital operations from a similar organisation
- Curious and proactive – you enjoy exploring systems, testing ideas, and figuring out how things actually work
- Comfortable getting hands-on with system logic, rulesets, and configuration
- Problem-solver who digs beneath symptoms to find the real root cause
- Strong communicator who collaborates well across teams
- Experience with e-commerce operations, checkout flows, or logistics is a plus (but not a requirement)

Why the role matters

- Checkout and delivery are critical touchpoints in the customer journey
- Reliable, accurate delivery communication directly impacts customer satisfaction, operational efficiency, and conversion
- You help ensure that delivery promises are clear, consistent, and fulfilled every time

About the team

You'll be part of Matas Group **Digital Projects & Operations** the team that drives digital delivery across e-commerce, tech and operations. We work where business meets technology: leading projects, running releases, and building the digital foundation that powers growth. It's a collaborative, curious environment where new ideas are welcomed and where smart automation and AI will play a bigger role than ever.