



POSITION DESCRIPTION

Tech Dump, a division of Jobs Foundation, is a growing 501(c)(3) social enterprise providing job training and practical experience for adults facing barriers to employment to prepare them to be more valuable employees with an expanding future. We accomplish this through recycling (Tech Dump) and refurbishing (Tech Discounts) electronics at three locations in the Twin Cities.

TITLE: e-Commerce Specialist

REPORTS TO: Tech Discounts, Marketing & Sales Manager

LOCATION: Golden Valley, MN until mid-December then Saint Paul, MN

SUMMARY:

The E-Commerce Specialist is responsible for coordinating all e-commerce activities to drive awareness, new customer acquisition, engagement, and revenue for Tech Discounts. This well-rounded and digital-savvy professional will lead the day-to-day execution of the e-commerce business and online sales strategy on techdiscounts.org and brand retailer websites.

ESSENTIAL ACCOUNTABILITIES:

Summary:

- Manage accurate product data across multiple marketplaces. This includes titles, descriptions, images, attributes, and pricing.
- Make recommendations for changes to product listings based on market trends, opportunities, promotions and competitor listings
- Update and manage online product catalogs - including new product listings setup, out of stock items, and removing items from product line
- Take clear and professional product photos for posting across multiple channels.
- Utilize a detailed approach to categorize and describe products across marketplaces.
- Perform quality assurance to ensure brand, copy and links are functioning properly.
- Prioritize accuracy, customer service and product shipping times.
- Ensure that brand aesthetics are maintained across all sales and marketing channels
- Provide fast and professional customer service via multiple channels.
- Be an active partner that contributes to the success of our marketplace product listings, performance, and online merchandising.
- Maintain top rated account statuses

QUALIFICATIONS AND EXPERIENCE:

- Must have experience working with product listing management within e-Commerce marketplaces (eBay, Shopify, Amazon, Offer Up, Let Go, Walmart, etc)
- E-Commerce product creation, updating or management experience.
- Must be tech savvy with PC/Internet/Software. SellerCloud knowledge a plus



- Ability to maintain a high level of organization, accuracy and attention to detail.
- Strong analytical and critical thinking skills; monitors own work and able to develop new methods for improvement
- Understanding of electronics market value
- Highly effective verbal and written communication skills to speak with customers (happy and unhappy ones!) on the phone and via email throughout the day.
- Must be reliable, responsible and dependable
- A strong background/knowledge in electronics merchandising is a PLUS!
- Support of and ability to reflect the values of Tech Dump: Teamwork, Respect, Responsibility, Commitment and Hope.

Additional Position Information:

Pay Range: \$11 to \$15/hr DOQ

Classification: Non-exempt, according to FLSA guidelines.

Physical Requirements: The office environment includes regular standing, walking and sitting at desk, use of PC, occasional lifting of approximately 50#.

Work Schedule: This is a full-time position. Core business hours are Monday - Friday 8:00 a.m. to 4:30 p.m.

Other: This position may include occasional travel within the Twin Cities metro area for meetings at several locations. Occasional evening or weekend availability may be necessary.

This job description may not cover or contain a comprehensive listing of activities or responsibilities that are required of the employee for this job. Activities and responsibilities may change at any time.

Tech Dump is an equal opportunity employer.

Updated on 11/08/2018