



POSITION DESCRIPTION

Tech Discounts, 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 two locations in the Twin Cities. In the last seven years, 25 million pounds of e-waste has been diverted from landfills and refurbished or recycled.

TITLE: eCommerce and Digital Marketing Specialist

REPORTS TO: Tech Discounts Sales and Marketing Manager

LOCATION: St. Paul, with potential visits to Golden Valley retail store

SUMMARY:

The Tech Discounts Digital Marketing and eCommerce Specialist is responsible for building and maintaining the online sales business systems to promote the reuse of electronics. This position will streamline the sales, marketing, and customer processes to support growing business, while collaborating with leadership to reach organizational goals.

ESSENTIAL ACCOUNTABILITIES:

Responsible for e-Commerce Sales for Tech Discounts

- Manage accurate product data across multiple marketplaces. This includes titles, descriptions, images, attributes, and pricing.
 - 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.
- Make recommendations for changes to product listings based on market trends, opportunities, promotions, and competitor listings.
- Provide fast and professional customer service via multiple channels, including email, chat and phone.
- Refine all sales reporting systems. Accurate and timely sales reporting to leadership.
- Build, monitor, and maintain E-commerce infrastructure and integration with other business systems.
- Continuous improvement.



QUALIFICATIONS AND EXPERIENCE:

- 1-3 years experience working with product listing management within e-Commerce marketplaces (eBay, Shopify, Amazon, Offer Up, Let Go, Walmart, etc)
- Must be tech savvy with PC/Internet/Software. SellerCloud knowledge a plus.
- 1-3 years experience leading and executing strategy using: Google Analytics, Google Ad Campaigns, ERP/CRM Software, and HTML.
- Builds and maintains strong working relationships, with ability to work effectively and respectfully with others to get the job done.
- Demonstrates ability to manage multiple priorities and meet goals within budget, with ability to work independently to develop and analyze alternatives.
- Reflects the values teamwork, respect, responsibility, commitment, and hope.

Additional Position Information:

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 25 pounds.

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

Salary: \$14-18 per hour, depending on experience

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 Discounts is an equal opportunity employer.

Updated on April 16, 2019