

REPOWERED

POSITION DESCRIPTION

Repowered, formerly Tech Dump / Tech Discounts, is a nonprofit social enterprise that gives technology a second run, and the people who restore it a fair chance. We accomplish this through recycling and refurbishing electronics at two locations in the Twin Cities.

TITLE: Retail and eCommerce Sales Manager

REPORTS TO: Sr Director of ITAD Processing

LOCATION: 860 Vandalia Street, St Paul, MN 55114

SUMMARY:

This position is responsible for all aspects of retail and eCommerce sales, including oversight of the stores, website, eBay, TechSoup, and other future retail channels. Leads a team responsible for retail sales success, customer support, and fulfillment.

ESSENTIAL ACCOUNTABILITIES:

Sales Strategy:

- Establishes short and long-term sales goals.
- Tracks and measures progress, modifying plans and revising strategy as needed.
- Identifies and evaluates business opportunities, monitors trends, and researches sales options for a retail tech environment.
- Coordinates with the Senior Marketing Director to develop campaigns, promotions, and a loyalty program.
- Oversees retail sales floor design to maximize sales opportunities and maintain visual consistency between our two retail spaces.
- Ensures product pricing is consistent across all platforms and that repricing efforts happen regularly and efficiently.
- Maintains regular communication with retail partners to ensure we are meeting our SLAs and developing new products when appropriate.

Staff Management:

- Leads, manages and is accountable for staff and staffing levels in the retail, eCommerce, and fulfillment teams.
- Provides supervision, work direction, sales goals, feedback, and development opportunities to all members of their team.
- Coordinates and provides coverage for staff when they are unable to work.

Process Improvement

- Ensure that all processes related to the creation of products and services, customer management, inventory, and fulfillment are well documented and training is provided to all necessary staff.
- Coordinates with the Senior Marketing Director to oversee the creation of new features and functionality to our eCommerce channels that promote sales.
- Support the sale of products to Repowered staff and Work Readiness Employees.

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QUALIFICATIONS AND EXPERIENCE:

- Minimum 5 years of retail and/or eCommerce experience.
- Experience working and performing in leadership roles.
- Demonstrated success leading organizational sales strategies effectively, building long-term relationships with clients; and identifying and cultivating new sales opportunities.
- Demonstrated ability to make strategic business decisions and to effectively link the financial and strategic objectives to the organization and the mission.
- Demonstrated strong communication and influencing skills. Ability to interface and engage diverse groups of cross-functional department employees, community, and clients.
- Ability to inspire trust, embrace organizational vision/mission/values; provide clear direction, and effectively attract, reward, and develop talent at all levels.
- Prior budget management skills, including budget planning, analysis, and reporting for effective planning and decision-making.
- Demonstrated strategic and conceptual thinker with the ability to translate to operational objectives; ability to manage multiple priorities to meet goals within budget.

Additional Position Information:

- *Pay Range:* \$20-\$25/hour
- *Vaccination Requirement:* Must be fully vaccinated or have completed your 1st dose **prior** to your start date.
- *Benefits:* Full benefits package available after 60 days of employment including group health plan, employer HSA contribution, STD, LTD, and a retirement match. We also offer PTO, full 40-hour workweeks, paid holidays, and company apparel!
- *Classification:* Non-exempt, according to FLSA guidelines.
- *Physical Requirements:* The office environment includes regular standing, walking, and sitting at a desk, use of PC, occasional lifting of approximately 40 pounds.
- *Work Schedule:* Full-time (40 hrs/week) Hours: Monday - Friday or Tuesday - Saturday
- *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.

Repowered is an equal opportunity employer.

Updated on June 17, 2022