



JOB DESCRIPTION

POSITION TITLE: eCommerce Sales Specialist

DEPARTMENT: Sales

REPORTS TO: Director New Business Development eCommerce

PURPOSE OF POSITION:

Grow eCommerce direct to consumer sales through eBay, Amazon and company owned websites.

TOP PRIORITY FUNCTIONS – Not limited to the following

- Meet sales targets by confidently presenting our high-ticket products in a professional, artful, and persuasive way
- Manage sales leads through eBay, respond with no delay to inbound sales calls, emails, and live chat inquiries, and answer questions on available stock, product performance, order status, warranties and service
- Post and maintain accurate and high-quality product listings on Amazon and eBay
- Update company website(s) as needed
- Ensure customer satisfaction regarding all aspects from sale to delivery to service
- Analyze reports, present findings, and provide recommendations for areas of growth within all areas of eCommerce
- Monitor all accounts for errors, alerts, questions and inquiries, and resolve with a sense of urgency

TO PERFORM FUNCTIONS EFFECTIVELY AND EFFICIENTLY:

- Possess excellent written and verbal communication skills
- Exhibit a sense of urgency and actively manage sales leads on eBay and through live chat
- Possess top-notch interpersonal skills with a demonstrated ability to establish rapport and build relationships over the phone, through email, chat, and in person
- Be a self-starter who actively seeks and values feedback and is not afraid of an intense, challenging work pace. Is highly self-motivated with a desire to constantly improve
- Ability to work individually and cooperatively as the situation demands
- Fun, passionate, and a quick study

MINIMUM KNOWLEDGE & EXPERIENCE:

- 4-Year college degree or equivalent experience
- Two years of work experience in a selling environment
- Knowledge of ecommerce sales best practices
- Moderately advanced computer skills, including basic website management experience
- Wordpress experience a plus
- GSuite experience a plus
- Salesforce experience a plus

WORKING CONDITIONS/SAFETY HAZARDS:

- Standard office environment
- Must be able to work weekends
- Must be flexible with work hours to adapt to peak sales periods

This job description is intended to cover the major responsibilities of the position; however, the incumbent may be asked to perform other duties. Incumbents will be evaluated in part based on their performance of the functions listed in this job description.