Ecommerce ReStore Manager Position Description

REPORTS TO: ReStore Director
STATUS: Full-time, exempt, eligible for benefits

POSITION PURPOSE

The E-Commerce Manager position is an advanced-level role performing a variety of duties to achieve our common goal of selling items online from our in-house and warehouse inventory. This position is the lead management role within the e-commerce department.

PRIMARY DUTIES AND RESPONSIBILITIES

- Maintain established productivity goals for the department without a loss of quality of work
- Train new employees
- Learn and lead the flow of goods through the sales cycle: receiving, processing, photography, listing, stocking, shipping, etc.
- Quickly and efficiently process goods across all product categories as directed
- Tracks production output as well as product levels and records on appropriate forms
- Maintains work areas in a neat and orderly manner with clean-up activities performed throughout the day
- Record assigned metrics and complete daily reports
- Quickly and efficiently enter goods into software programs across all product categories as directed
- Operate equipment including pallet jack and box dumper
- Hire, train and manage ReStore staff in accordance with relevant personnel and safety policies and take steps to ensure staff is well versed so that all policies and practices are understood and followed.
- Evaluate, recognize, and reward staff performance. Work with designated affiliate functions, when required, to address violations of policy including safety, poor job performance or misconduct in a timely and appropriate manner.
- Properly document incidents and develop corrective employee actions.
- Resolve situations involving volunteers in consultation with the Volunteer Manager and the ReStore Director when required.

Major responsibilities Marketing & Sales:

- Ensure software is up to date for the department to create listings
- Enter product data into spreadsheets or other applications to list items online
- Create item titles using keywords relating to the product
- Provide local pickup service to customers with a focus on loss prevention
- Advanced customer service
- Quality Assurance in E-Goods
- Advanced data entry

Other Duties and Responsibilities:

- Maintain a neat, clean, and organized work area always
- Meet productivity goals for the department on a consistent basis
- Adhere to all agency policies and procedures
- Other duties as assigned by the manager

Qualifications:

- Knowledge of general arithmetic (adding/subtracting) required
- Experience in material handling
- Leadership or management experience
- Strong organizational skills, ability to work well with others in a close office environment.
- A strong drive to succeed every day
- Ability to work independently with little or no supervision
- Knowledge of e-commerce is a plus but not required
Note:

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of the position. All employees may have other duties assigned at any time.

We are an equal opportunity employer. Applications are considered for positions without regard to veteran status, uniformed service member status, race, color, religion, sex, sexual orientation, physical or mental disability, genetic information or any other category protected by applicable federal, state or local laws.

Competitive Benefits Include: Group health, dental and vision insurance, short term disability, life insurance, access to; as well as 20 days paid time annually. Salary: $45,000-50,000 based on experience.

Please include a cover letter and an updated resume with your application. Please submit applications to development@habitatmontdelco.org with the position title as the subject. Habitat for Humanity of Montgomery and Delaware Counties is an Equal Opportunity Employer and we’re committed to diversity and equal opportunity in our recruitment and hiring. Qualified candidates of all backgrounds are welcome and encouraged to apply for this position.

Habitat for Humanity Montgomery and Delaware Counties 533 Foundry Rd., Norristown, PA 19403 - habitatmontdelco.org - (610) 278-7710