

Position Profile

Title: Ecommerce Coordinator

Reports to: Managing Director, Southern Alberta ReStores, South Store Manager

Purpose:

The role of the Ecommerce Coordinator is to ensure that Habitat for Humanity Southern Alberta ReStore is communicating and engaging with its stakeholders effectively to achieve its business goals and support its mission. The Coordinator is responsible for the operation and development of the online ReStore sales channel through Shopify and managing the ReStores online customer service through Facebook and Instagram.

The Coordinator has direct oversight and responsibility for the day-to-day management of the Habitat for Humanity Southern Alberta online ReStore. This includes managing online inventory and physical inventory, pulling customer orders, answering customer inquiries, and plans to achieve the ReStores goals. Responsible for achieving growth in target audience reach and engagement in each of these areas while tracking the outcome of each effort to assist marketing in building detailed customer personas.

Key Responsibilities:

Shopify

- Manages product for online sales through Shopify. This includes, but not limited to:
 - Adding new product (photos, description and inventory)
 - Working with the distribution manager for inventory
- Manages customer service through Shopify. This includes, but not limited to:
 - Pulling customer order and sending ready for pick-up notifications
 - Following up with customers who have not picked-up their orders within 48 hours
 - Marking orders as picked-up
 - Entering Shopify sales at the end of the day cash out
- Ensures Shopify product is marked and moved into the designated Shopify area
- Ensures new product is added to all Shopify categories (i.e. furniture, seasonal, tools) on a weekly basis
- Managing inventory within the warehouse space, ensuring a safe and clean working area
- Work with Warehouse Lead to receive incoming shipments and verify accuracy of product being received.

Social Media

- Collaborates with marketing to post products on social media. This includes, but not limited to:
 - Taking product photos
 - Writing wall post captions
 - Posting Shopify product on Facebook and Instagram stories multiple times a day (minimum 5 times a day)

- Posting on the Facebook and Instagram wall feed (minimum once a day)
- Responds to customer inquiries on Facebook and Instagram. This includes direct messages and comments.
 - Communicates with other ReStore locations on product inventory to best answer customer inquiries
- Plans, stages product, and hosts Live Streams
- Works with marketing to ensure consistent messaging and language is being used.
- Reaches out to influencers to collaborate

Customer Service

- Manages customer inquiries over the phone
- Organizes Shopify product pick-ups: This includes but not limited to
 - Notifying customer that product is available for pick-up
 - Meets customer at the loading bay
 - Assist in loading out customer product
- Manages Shopify and social media customer inquiries, complaints, concerns, refunds and issues
 - Works with the Store Manager to help resolve any extreme situations.
- Has in-store product knowledge for the North store and South store to answer customer inquiries
- Works with the North and South ReStore teams to ensure online customer service is met

Decision-making

- Consult with the Managing Director, Southern Alberta ReStores or South Store Manager :
 - When desiring changes to any component of current processes, procedures or policies
 - Concerning any unusual financial costs.
 - Whitt any safety concerns.
 - Any problem with an employee or volunteer.

Skills & Qualifications

- Proven excellent customer service experience and skills.
- Patience and good listening skills when dealing with customers.
- Takes great pride in completing a job with accuracy, proficiency and effectiveness.
- Excellent problem solving, decision making and computer skills.
- Capacity to work under pressure in a fast-paced environment
- Ability to regularly adapt to changing needs of the organization
- Experience with social media and ecommerce is considered an asset
- Knowledge of DIY and building materials and trends.
- Certification in First Aid considered an asset.
- Able to work flexible schedule including weekend hours.

Physical Requirements:

- Capable of lifting 50 pounds independently, more with a partner.

Application Deadline: Friday, July 31, 2020

Please send your resume and cover letter to restorejobs@habitatsouthernab.ca

The Habitat for Humanity ReStore is an equal opportunity employer. We thank all applicants for your interest in this position. Only those selected for an interview will be contacted. No phone calls or emails please.