

eBay Coordinator / Online Sales Job Description

Hours: Mon – Friday 8:00am -5:00pm; *plus every other Saturday 8:00am– 1:30pm*

Status: Fulltime Regular

FLSA: Hourly/Non-Exempt

Position Purpose

Assist in managing e-commerce website product information, categorization, navigation and online sales.

Ideal Candidate

Diligent, self-motivating individual, focused and detail oriented with advanced computer/data entry skills, committed to providing exceptional online support and customer service.

Requirements

- Knowledge of the classic car/truck market and/or equivalent automotive parts industry knowledge
- Experience in a high paced **eBay** listing business environment
- Familiar with e-commerce website maintenance and sales
- Able to write copy
- Comfortable taking product photos
- Experience using PayPal
- **Heavy data entry / order entry** experience required
- Advanced typing (50+ wpm)
- Proficient using Microsoft Office: Word, **Excel**, Outlook, Photoshop
- Able to compose Excel spreadsheets
- Pleasant phone voice and demeanor
- Possess excellent verbal and written communication skills
- Able to multi-task and prioritize while working in a **fast paced environment**
- Resourceful and self-motivated; able to work independently as well as in a Team
- Have a Team-Player mentality; be **customer focused**
- Excellent attention to detail, organizational and follow-up skills needed
- **Customer Service / Call Center** experience preferred
- **Power Selling** – experience maintaining top rated seller standing is a **PLUS!**
- *****Must be able to work overtime every other Saturday *****

Job Duties: responsibilities include, but are not limited to:

- Day to day downloading and listing product information on eBay
 - Building auctions and optimizing product listings
 - Taking photos /catalog shots of products and performing basic photo editing
 - Writing copy, creating content and updates with goal towards SEO/search engine optimization and sales
 - Maintaining integrity and accuracy of content
 - Printing and processing online orders
 - Online sales tracking
 - Processing returns/RMA's
 - Answer phone inquiries regarding order status, tracking and back orders
 - Order scheduling and minor inventory management
 - Dealing with escalated customer issues
 - Maintaining Excel spreadsheets
 - Contributes to Team effort by accomplishing assigned tasks in a timely manner
 - Performs other administrative/clerical/sales support duties as assigned.
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I understand that this job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed within this job. I further understand that this job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position.

Employee Signature

Date