Society of St. Vincent de Paul Georgia, Inc.

POSITION: Ecommerce Manager
REPORTS TO: Chief Operating Officer
DEPARTMENT: Operations
STATUS: Full time/Exempt

Society of St. Vincent de Paul Georgia, Inc.
Respecting the dignity of each person, St. Vincent de Paul Georgia (SVDP) brings hope and help to those in need so they may achieve stability and move toward self-sufficiency. The focus is on preventing homelessness, fighting hunger, and changing lives. Programs include housing, utility assistance, food recovery and distribution, jobs assistance, transportation, and prescription fulfillment through an onsite pharmacy. Services are provided through the headquarters’ (Council) facility, 73 Conferences (parish-based chapters) and 10 Thrift Stores.

POSITION SUMMARY

Reporting to the Chief Operating Officer, the eCommerce Manager is responsible for developing and managing our new eCommerce program to maximize the revenue of specialty, collectable and other highly desirable items. A multitasker who works well independently and collaboratively, this is a position for someone who loves working with a variety of goods in an online retail environment. Items sold can range from high end handbags and jewelry to antique furniture and one-of-a-kind items from movie sets. The ideal candidate should be self-motivated, have a strong understanding of online marketplaces, excellent written and verbal skills and a passion for research, driving sales and customer service.

Job Responsibilities:

• Lead the flow of good through the sales cycle including receiving, processing, photography, listing, pricing, stocking and shipping
• Conduct thorough product evaluations to determine authenticity, condition and market value of items.
• Write interesting and descriptive product descriptions to effectively market items for sale
• Take photos of items to accompany posts
• Handle fulfillment requests by processing and shipping orders or arranging for pick up.
• Handle customer questions and complaints / issues in a courteous, timely manner
• Communicate with Thrift Store managers to ensure that appropriate items are transferred for sale in ecommerce store
• Implement effective marketing campaigns on social media in collaboration with Marketing team

Qualifications:
• Previous retail experience in a thrift store, consignment shop or pawn store required
• Basic computer and software skills, especially Microsoft Office Suite.
• Knowledge of online resale or specialty shopping including but not limited to Ebay, Shopify, Facebook Marketplace, Poshmark and Esty
• Strong team-based orientation
• Must have basic knowledge of accounting with solid mathematical skills to maintain accurate records and reports
• Excellent organizational skills and ability to manage multiple demands and priorities.
• Must be able to sit, stand and walk for an eight (8) hour period; occasional lifting of up to 40 – 50 pounds.
• Experience with “point of sale,” computerized sales and inventory systems a plus.
• Undergraduate degree in related field preferred but not required.
• Excellent communicator capable of interacting with team members, volunteers, and customers from a wide variety of backgrounds.
• Knowledge of SEO, SEM and social media marketing principles to drive traffic and conversations key
• Experience with order management, fulfillment and shipping processes

Compensation:
Competitive salary commensurate with experience and background plus benefits, including health insurance and 401K retirement plan, 401K match, STD, LTD, Life Insurance, FSA.

This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents may perform other related duties as may be required. Learn more about St. Vincent de Paul Georgia at www.svdpgeorgia.org