

## POSITION DESCRIPTION

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**JOB TITLE:** ECOMM/Retail Manager

**DEPARTMENT:** Bookstore      **DIVISION:** Finance

**SALARY RANGE:** GRADE 4

**FLSA:** NON EXEMPT

**IMMEDIATE SUPERVISOR:** Colleen Holland

**SCHEDULE DETAILS:** PROFESSIONAL/FULL-TIME/12 MONTH POSITION/PSRS RETIREMENT

**DATE OF LATEST REVIEW/REVISIONS:** MARCH 2025

**Position Summary:** Maintain our website, update website as needed with adding, deleting, creating sales etc. Process and distribute as needed all online orders for customer. Create social media activity and maintain a social media presence. Create advertising via email as needed for special events, activities, holidays and store needs. Provide exceptional customer service.

**Essential Job Duties:** Process online orders, and distribute or ship orders, work with customers when they have issues placing an order online, troubleshoot website issues and resolve customer concerns. Track orders that are delayed or lost and work with students to resolve. Communicate with students as needed via text, email, or phone for order questions or pickups. Train employees when/if seasonal help is needed. Create emails and social media advertising for sales, special events and activities, monthly sales and promotions. Maintain retail store inventory layout and manage the inventory for holidays, special events and routine refresh as needed. Monitor physical stock of inventory and communicate with the director as needed. Maintain the website with new inventory, photos and events. Plan in-store promotions based on the event and sales calendar created with the director quarterly. Work with departments as needed to help promote their events and ticket sales and individual program needs. Create signage as needed for store closings, holidays, meetings. Update phone messages, retrieve and respond to voicemail as needed. Receive incoming gear and clothing orders in the computer system creating items and item detail with photos that will post to our website. Work with vendors as needed to get webart for the website. Work as a cashier as needed operating the register system and providing customer service. Will operate the mail system and perform post office functions as needed. Open and/or close the store as needed. Other duties as assigned.

### **Required Knowledge, Skills & Abilities**

- High School Diploma or equivalent.
- MUST have a minimum of 1 year of retail store experience.
- Excellent communication and interpersonal skills.
- Ability to plan, organize, and implement responsibilities effectively.
- Ability to establish and maintain positive working relationships with students, other professionals, staff, and the public.

### **Preferred Knowledge, Skills & Abilities**

- Microsoft Office
- Adobe
- Website knowledge and/or experience

### **Information Technology Abilities**

- Ability to operate a personal computer using the Windows environment
- Ability to operate a personal computer within the Crowder College Network environment using the currently available Microsoft Windows operating system
- Ability to use E-mail and associated calendaring/scheduling applications

- Ability to perform basic word processing using MS Word
- Ability to perform basic spreadsheet functions using MS Excel
- Ability to perform basic database functions using MS Access
- Ability to work within Google Drive and Google documents
- Ability to use other computer programs as needed

#### **Positions Supervised**

- None

#### **Working Environment**

- Indoors in a normal office environment with minimal exposure to temperature changes.
- A neat appearance and appropriate apparel are required.
- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

#### **Physical**

- Office work using a computer for extended periods of time. Standing, bending, and lifting required.
- Other activities require lifting up to 50 pounds, moving materials from one place to another, setting up displays that will require bending, standing.
- Input, access and distribute information using computers.
- While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to handle or feel; reach with hands and arms; stoop, kneel, or crouch; and talk or hear.
- Specific vision abilities required by this job include close vision.
- The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **Creative and Analytical Skills**

- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to devise or modify methods or processes to solve specific problems.

#### **Language/Communication Skills**

- Ability to communicate effectively with a variety of people, including staff, students and the general public, in both written and oral mediums.

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