

Job Description

Posting Category: **Marketplace Planning & Analysis and Merchant Management**

Type: **Full Time or Contract Position**

Location: **US-TX-Frisco**

Sr. Category Merchant Manager (CMM)

The Sr. Category Merchant Manager is responsible for executing the rollout and maintenance of specialized support for Merchants that complement Earth911's Merchant Marketplace. This role involves working with Marketplace Product Managers and Engineers to define support needs and processes, sourcing new merchants, providing stellar product service levels to Earth911 merchants, and ensuring a robust catalog of appealing Earth911 Marketplace products through varied merchant acquisition.

RESPONSIBILITIES

- General project management of Merchant Acquisition Support tasks and Earth911 Marketplace Systems activities required to assemble, train and deploy the Marketplace with a targeted number of Merchants/Products.
- Category Strategy and Ownership:
 - Work on category planning and business strategy; drive best-in-class customer experience, maximize units sold and avg. price per unit sold through timely analysis and action.
 - Technical project management: Automate and scale the category level growth via new selection, product listing quality and instock.
 - Define opportunities to enhance our merchant experience and improve site merchandising, customer, and site experience.
- Merchant Management:
 - Manage the Merchant Onboarding process, including creation of, enhancements to and tracking of process to identify and sign new seller partnerships.
 - Ability to manage immediate response to "fire drills" necessitated by Merchants or internal teams.
 - Respond to escalated merchant product phone calls and emails.
- Technical Project Management:
- Marketplace Merchant Support & Communications:
 - Triage escalated product related emails to appropriate development resources as needed.
 - Communicate with merchants on behalf of Earth911 regarding existing bugs and expected resolution times for fixes
 - Develop and disseminate usable training materials regarding Earth911 Marketplace for use by all frontline staff (Merchant Support Process and Guidelines).
 - Work with development and business development teams to enact best practice policies for use of Earth911 Marketplace.
 - Provide on-call support for any issue outside of normal business hours as needed by frontline "Tier 1" contact points.
- Merchant Analysis:
 - Consolidating a weekly report on reasons for ticket escalations, patterns with any type of system or process failure affecting Merchants, and number of inquiries during on/off/peak hours.

- Conduct other marketplace analysis to optimize seller/buyer experience and marketplace revenue.
- Communicate feature requests to product managers using data from Helpdesk tickets and merchant feedback

REQUIREMENTS

The ideal candidate will be a self-starter with a passion for independent, creative problem-solving, have proven data analysis skills, show strong ownership/commitment, have proven leadership experience in managing projects, and bring relevant insights in technology. They will be comfortable getting hands dirty to deliver a set of business and customer experience improvement results and bring innovative ideas to the table every day, in order to find better ways of accomplishing our Marketplace objectives.

The successful Sr. Category Merchant Manager must have:

- Experience supporting Merchants within a Storefront/Marketplace environment.
- Prior experience sourcing Merchants into new online storefront/marketplaces.
- Prior experience managing a team of direct reports.
- Extreme technical interest and capability
- Project management experience essential; team leadership/management experience a plus
- Exceptional attention to detail, independent worker, extreme comfort in potentially stressful, ambiguous, fast changing environments
- Experience in consumer or small business-facing support
- Empathetic business tone with merchants using our Marketplace.
- Desire to see all issues to complete resolution and ownership of projects passed to you from management.
- Elite admin knowledge of the Earth911.com site, Earth911 Marketplace, and products that interact with those platforms and/or specialized knowledge of payment processing, POS or online booking system verticals.
- Strong demonstrated problem solving and documentation skills; extremely clear and concise written and verbal communication skills
- Strong drive to execute excellent, results-driven work regardless of initial challenges or blockers.