



Build your Brand with the Best™

## **JOB DESCRIPTION**

**POSITION:** E-Commerce Coordinator

**REPORTS TO:** Marketing Manager

**FLSA STATUS:** Non-exempt

**DATE UPDATED:** 8/29/2016

---

**PURPOSE:** *Administer content of AIA Company Stores on behalf of our Owner community. Seeking an individual enthusiastic about customer service and e-commerce to join our team as an E-Commerce Coordinator. This position will support the product requirements and site management as it relates to the development, launch, and day-to-day e-Commerce operations.*

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Manage and review product presentation on site to ensure correct categorization, images, copy, pricing and promotional offers are accurate and meet internal requirements.
- Act as a liaison with excellent customer service to work with or resolve customer or product situations.
- Responsible for quality of work in terms of accuracy and content
- Research product images and descriptions for e-commerce platform
- Create virtual images for products for use on the e-commerce platform
- Add content to AIA Company Stores including virtual images, descriptions and price
- Create eye-catching store design
- Add products to store categories
- Set up shipping and tax calculation
- Provide reporting as needed per store to internal teams, as well as appropriate customers
- Assist with other special projects not limited to the E-Commerce team.

### **KEY COMPETENCIES:**

- Detail oriented
- Proven self-starter
- Ability to work independently
- Ability to organize and prioritize
- Detail and deadline oriented
- Ability to manage multiple projects
- Technical competency

**EDUCATION AND EXPERIENCE:**

- Preferred 4 year degree or 2-5 years experience in related field
- Proficient using the latest versions of Microsoft Word, Excel, PowerPoint; email and web searches.
- Knowledge of HTML and CSS
- Proficient in Photoshop CS or higher
- 2-4 years of web or graphic design