



**St. Vincent de Paul**  
SOCIETY OF LANE COUNTY

## E-Commerce Sales Manager

Eugene, OR 97408

From \$23 an hour - Full-time

### Qualifications

- Marketing: 1 year (Preferred)

### Full Job Description

Over the last 68 years, SVdP has grown from a volunteer-led non-profit to the largest human services agency in Lane County with more than 600 employees. Our mission is to assist the poor and those in need of consolation, seeking out and utilizing every resource. Being mindful of the sanctity and dignity of all, any charitable work that advances those goals is within the mission of SVdP Lane County.

Our Online Book Department receives hundreds of donated and thrifted books every day that must be sorted by condition and value for sale online or in our stores. We are seeking an experienced E-Commerce Sales Manager. The position is responsible for expanding and maximizing the profitability of St. Vincent de Paul's E-Commerce business line by involvement in production, online product sales, and minimizing expenses. Provide quality customer service and work with the greater St. Vincent de Paul team to further agency objectives.

#### Essential Duties and Responsibilities:

- Oversee revenue growth for a department with over \$1,000,000 annual gross revenue, including online book sales, eBay sales, and new online sales opportunities in a dynamic and fast-paced environment.
- Report to Stores Director on achievement of sales goals, performance metrics, and online sales team needs.
- Lead team of online sales staff to meet and exceed production metrics, sales goals, expense-to-revenue ratios, and other Key Performance Indicators.
- Oversee merchandise placement on E-Commerce sales platforms. Ensure proper photography and display, product descriptions, and posting to ensure posting sales goals are met/exceeded.
- Independently evaluate and determine pricing for various items.
- Ensure merchandise is properly packaged and shipped in a timely manner.
- Delegate tasks to online sales team as appropriate, conducting regular follow-up to ensure task accomplishment.
- Perform periodic analysis of acceptance rates, pre-scan rules, pricing strategies, upload rules, postage rates, marketplace fees, and production practices to ensure acceptable margins.
- Provide technical support for database, software, and hardware for online platforms.

- Performs accounting functions including PayPal deposits, sales tax preparation, and reporting revenue.
- Build and maintain relationships with customers and online sales platforms such as eBay, Amazon, Indaba, Abe Books, Craigslist, etc.
- Perform inventory management.
- Consistently explore ways to develop process efficiencies, minimize expenses, and maximize profitability.
- Respond to customer inquiries and complaints over phone and email, ensuring customer satisfaction to the maximum extent possible.
- Proactively troubleshoot and solve technical issues with online sales platforms.
- Steward online sales team development and training; administer staff corrective actions as appropriate, hold staff accountable for performance expectations, and identify ways to increase staff productivity.
- Immediately report wrongdoing such as theft, fraud, or other employee misconduct.
- Ensure a safe work environment for online sales staff.
- Other duties as assigned.

### **Knowledge, Skills, and Abilities:**

- Relevant Degree/Education preferred but not required.
- Minimum 1-year experience in E-Commerce required, 5 years experience preferred.
- Minimum 1-year of experience managing people in a retail, warehouse or direct-to-consumer sales required.
- Can handle multiple priorities simultaneously.
- Detail-oriented, accurate, and organized; can analyze and communicate sales data and trends.
- Highly organized, with a focus on execution, problem-solving, and improving processes.
- Ability to work collaboratively with a wide range of personnel from the stores, accounting, human resources, and business development departments.
- Willingness to work hard and take direction—but also creatively solve problems for which the answers aren't always obvious.
- Ability to successfully navigate despite varying degrees of ambiguity in a fast-paced environment.
- Personal code of ethics, integrity, diversity and trust.
- Strong communication skills, including verbal and written. Able to communicate to people at all levels.
- Ability to stand for extended periods, and ability to walk, crouch, reach and lift up to 40 pounds.

### **HOW TO APPLY**

If you feel you are qualified and want to apply for this position submit a job application in person at 2890 Chad Dr. Eugene, OR 97408, or it can be filled out on the employment page on our website <http://apply.svdp.us/>

All employees and prospective employees of St. Vincent de Paul will receive equal employment opportunities without regard to race, color, religion, sex, age, national origin, disability, or any other trait protected by applicable law. Promotions, transfers, training, compensation, benefits, and all other employment considerations will be administered without regard to race, color, religion, sex, age, national origin, disability or any other trait protected by applicable law. Veterans are encouraged to apply.

Job Type: Full-time

Pay: From \$23.00 per hour

Benefits:

- Dental insurance
- Employee assistance program
- Employee discount
- Health insurance
- Paid time off
- Vision insurance

Schedule:

- 8 hour shift

Ability to commute/relocate:

- Eugene, OR 97408: Reliably commute or planning to relocate before starting work (Preferred)

Willingness to travel:

- 25% (Preferred)

Work Location: One location