

## **E-Commerce and Thrift Shop Assistant**

### *Job Description*

*The Trinity Thrift Shop is an Enterprise Ministry that supports the faith, missions, and ministries of Trinity United Methodist Church.*

**Title:** E-Commerce and Thrift Shop Assistant

**Reports to:** Thrift Shop Director

**Hours:** Tues. – Sat. 8:45am – 3:15pm (30 hours per week/ 30 minutes unpaid lunch time)

**Priorities:** 60% E-Commerce Marketplace related activities; 40% thrift shop support

**Job Type and Pay:** Full Time; \$14.00/hour

**Purpose:** The E-Commerce and Thrift Shop Assistant is responsible for leading the development and sustained growth of an e-commerce marketplace channel, and assisting with the daily tasks of a fast-paced thrift shop by supporting the retail shop.

### **Skills and Responsibilities:**

- In conjunction with the Thrift Shop Director and internal partners, develop the e-commerce platform design, sales and marketing strategy, and manage the execution and analysis of e-commerce sales and marketing efforts.
- Direct the sales and marketing activities for the organization's e-commerce marketplace channel
- Drive revenue growth through the e-commerce marketplace channel
- Manage the day-to-day e-commerce operations, customer service, updates, post listings, promotions, merchandising, maintenance and performance.
- Provide excellent customer service by demonstrating the ability to effectively assist and communicate with customers in the shops, over the phone and online
- Facilitate all sales on the register, ensuring proper cash handling procedure and execute store policy, noting discrepancies, credit card sales, and end of day register close out
- Keep checkout area clean and orderly
- Test, clean or repair items to ensure products are acceptable and in working order
- Coordinate and communicate effectively with coworkers to fulfill assigned duties
- Maintain a clean, organized work and storage area
- Contribute to team effort by accomplishing tasks as needed

### **Proficiencies:**

- Proficient with office computer systems including Microsoft Office
- Working knowledge of popular social media and selling platforms
- Understanding of effective, discerning internet search practices

**Essential Requirements:**

- High School diploma, or GED
- Experience in managing e-commerce marketplace sales and marketing
- Activities
- Demonstrated understanding of web technologies, browsers, analytics, reporting management systems
- Self-motivated and able to work independently as well as part of a team in a fast paced environment with changing priorities.
- Problem solving attitude with an ability to make decisions and communicate solutions
- Previous retail or resale experience desired
- Ability to lift up to 25 lbs.