



JOB TITLE: Online Sales Associate
CLASS: Bargaining Unit
CATEGORY: Regular (after Probationary)
STATUS: 0.4-1.0 FTE, Hourly Wage, Non-Exempt
BENEFITS: Per Collective Bargaining Agreement
REPORTS TO: Manager of Customer Experience
LAST UPDATED: December 07, 2016

JOB SUMMARY:

This position's main area of responsibility is the Free Geek Online Store, which is identified as a key growth opportunity. This position assists customers, executes transactions and creates a safe, welcoming and well-stocked online sales experience. This position is represented by a union, and application for union membership is mandatory upon hire.

DETAILED ESSENTIAL RESPONSIBILITIES:

- Provide excellent internal and external customer service.
- Ensure that online sales inventory is as sufficient, current, secure and well-organized as possible within operational constraints.
- Create and maintain listings on all of Free Geek's active online sales platforms.
- Fill all customer orders with accuracy and timeliness. Pack sold items properly and ship on a timely basis per store policy.
- Process payments in compliance with all applicable laws and Free Geek policies.
- Respond to customer complaints or concerns per established policies and procedures.
- Maximize income for Free Geek while not compromising Free Geek's culture or values.
- Effectively communicate sales policies to customers.
- Provide a safe and welcoming sales experience for customers of all abilities/experience.
- Maintain current knowledge of market prices for inventory and work to ensure pricing consistency among all staff and volunteers.
- Assist in the development and documentation of Online Store policies and procedures, including monthly sales goals.
- Keep abreast of relevant (and frequent) emails.
- Work in other Free Geek areas as appropriate to maintain knowledge and relationships necessary for efficient and effective operation of the Online Store.
- Other duties as assigned.



REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:

- Ability to maintain a positive and professional attitude at all times.
- Availability during Free Geek hours of operations including morning and occasional evening meetings as required.
- One year of full-time retail or other sales experience.
- Demonstrated success with online sales.
- Proven track record of meeting monthly sales goals.
- Basic knowledge of computer and other hardware.
- Ability to operate standard office software (word processing, spreadsheet, data entry).
- Proficiency with using e-mail and Internet.
- Experience working with volunteers.
- Excellent written and verbal communication skills.
- Self-motivated, organized and detail-oriented.
- Fluency in spoken and written English.
- Good interpersonal skills.
- Ability to learn Free Geek documentation tools.
- Reliability and punctuality.
- Ability to remain flexible as Free Geek grows and changes.

DESIRED SKILLS, KNOWLEDGE AND ABILITIES:

- 3 years of full-time retail or other sales experience.
- Extensive online sales experience.
- Fluency in another language besides English.
- Previous experience working or volunteering at Free Geek.
- Transports packages to off-site locations for shipping as necessary.
- Current driver's license and clean driving record.
- Reliable access to own vehicle.