



**JOB TITLE:** Manager of Online Experience  
**CLASS:** Management  
**CATEGORY:** At-will  
**STATUS:** 1.0 FTE, Salary, Exempt  
**BENEFITS:** Eligible  
**REPORTS TO:** Executive Director  
**SALARY:** \$45,000  
**LAST UPDATED:** October 30, 2018

### **JOB SUMMARY:**

The Manager of Online Experience works with the Executive Director and inspires the online, bulk and shipping teams to deliver measurable results for the online market facing operations of Free Geek. You lead the online sales, and shipping team to understand customer needs and deliver solutions that result in excellent customer experience and Free Geek loyalty. Together with the Executive Director you set goals for the online teams and the individual team members to meet and challenge them to exceed Free Geek's goals in support of its' mission. You achieve this through selecting and developing a knowledgeable and talented online sales, and shipping team.

You create excitement for the Free Geek mission, marketing programs and sales efforts, constantly challenging the status quo and what is achievable. You recognize that the online experience doesn't stop when our customers obtain our equipment but continues through their continued relationship with Free Geek and our mission. Your leadership inspires and instills a sense of ownership in our ongoing relationship to understand the customer, their experience, and their issues not stopping until the questions are answered and issues resolved. You will solve problems by stepping out of the comfort zone and leveraging Free Geek's vast and knowledgeable resources.

### **DETAILED ESSENTIAL RESPONSIBILITIES:**

- Hire, train, evaluate, mentor, and inspire the online, bulk and shipping teams. This includes continued training with staff on new systems or procedures as Free Geek grows and changes.
- Supervise all online staff by taking ownership of any staff issues that arise and using clear communication to create a cohesive team.
- Develop a sales culture where all team members clearly understand what is required to achieve sales and customer service excellence within the mission, vision and values of Free Geek, setting goals as appropriate for team members.
- Create a positive and productive sales environment across online, bulk and shipping areas while providing clear measurable goals.
- Develop the daily schedule incorporating the hours, breaks, and training to continue the positive and profitable customer experience. This must be done on a weekly basis by Wednesday at 6pm per union contract.
- Drive and create accurate reports to the Executive Director to accurately represent the



achievement of online sales revenue margin and customer satisfaction. Including explanations for discrepancies and positive gameplans to correct or enhance issues and opportunities.

- Perform managerial administrative tasks in a timely manner including submitting expenses, review staff timesheets, address leave requests from staff, schedule and attend meetings, and develop procedural and policy documentation as needed.
- Work with the Executive Director and others within Free Geek to develop the programs for the online community that create a seamless customer experience consistent with Free Geeks mission, vision and values.
- Organize and optimize the shipping department to create an efficient well-developed shipping process for us to best meet our customer needs with no excess inventory queuing.
- Together with the Executive Director and others within Free Geek create programs and recruit the best possible volunteer interns for our sales and tech support areas.
- Work with online sales staff to monitor and oversee the interns in your areas of responsibility
- Embrace the concept of “working management”, excited to work shifts in online areas. Lead by example, inspiring your team to aspire to your customer engagement and sales skills.
- Familiarize yourself with and follow all policies and procedure regarding the operations of Free Geek including those laid out in the Employee Handbook, and Collective Bargaining Agreement.
- Provide regular performance reviews for your staff in a timely manner.
- Other duties as assigned.

#### **REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:**

- Demonstrated experience in online sales, and retail management preferably related to technology.
- Two years of full-time online sales, shipping, and retail or other sales/customer service management.
- At least 2 years of demonstrated leadership experience consistently achieving and exceeding sales and customer service goals.
- Intermediate to advanced knowledge and pricing of computers both apple and Linux/Windows based as well as peripherals, mobile phones, ipads, and other high-end electronic equipment.
- Knowledge of retail, online sales, and shipping best practices.
- Experience with shipping procedures for a retail market.
- Passion for keeping just ahead of the curve in technology.
- Solid knowledge of principles and practices of marketing and merchandising.
- Ability to maintain a calm, positive and professional attitude in a sometimes chaotic environment.
- Ability to effectively guide and direct the work of employees with a range of duties and skill levels.
- Ability to effectively and passionately manage a range of projects and activities at one time.
- Motivation and aptitude for self-directed learning.
- Availability during Free Geek hours of operations including morning and occasional evening



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meetings as required.

- Proficiency with eBay, Amazon and other online retail platforms.
- Proficiency with standard office software, and G Suite.
- Experience working with volunteers.
- Excellent written and verbal communication skills.
- Ability to lift and carry up to 40 pounds on a regular basis.
- Ability to stand and perform data entry for extended periods.
- Excellent interpersonal skills.
- Ability to learn Free Geek documentation tools.
- Passion and excitement in learning new technologies, and markets.

**DESIRED SKILLS, KNOWLEDGE AND ABILITIES:**

- Fluency in Spanish, Vietnamese, Russian or Chinese.
- Project management skills
- Previous Free Geek work or volunteer experience.
- Military experience, honorable discharge
- 5+ years of full-time online retail or other sales/customer service management.
- Basic knowledge of accounting and bookkeeping practices.