



**JOB TITLE:** Online Sales Associate  
**CLASS:** Bargaining Unit  
**CATEGORY:** Regular (after Probationary)  
**STATUS:** 0.4-1.0 FTE, Hourly Wage Starting \$13.51, Non-Exempt  
**BENEFITS:** Per Collective Bargaining Agreement  
**REPORTS TO:** Manager of Customer Experience  
**LAST UPDATED:** July 16th, 2018

**JOB SUMMARY:**

Your main area of responsibility is Free Geek's ecommerce presence.. You will assist customers, execute transactions, and create 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 stocked, current, secure and well-organized as possible
- 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 Free Geek 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 supporting Free Geek's Mission and Values
- Effectively communicate sales policies to potential and current 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 ecommerce policies and procedures, including monthly sales goals
- Keep abreast of frequent emails
- Work with other Free Geek areas as appropriate to maintain knowledge and relationships necessary for efficient and effective operation of Free Geek's ecommerce operations
- Other duties as assigned



**REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:**

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

**DESIRED SKILLS, KNOWLEDGE AND ABILITIES:**

- Extensive Online Sales experience
- Fluency in another language besides English
- Previous experience working or volunteering at Free Geek
- Ability to transport packages to off-site locations for shipping as necessary
- Current driver's license and clean driving record
- Reliable access to own vehicle