



E-Commerce Coordinator (Full-time)

To apply for this role, send your **Resume** and **Cover Letter** to mvincent@sgvhabitat.org with **"HIRING"** in the subject line. Incomplete applications will be discarded immediately.

There is no deadline to apply, but the role will be filled as soon as we find the right candidate. Please note that the title and description are subject to change.

Job Overview

The E-Commerce Coordinator is responsible for supporting the online sales efforts of the San Gabriel Valley Habitat for Humanity ReStores. This includes creating product listings for online sales, organizing inventory, shipping items, communicating with buyers, tracking sales, and other methods to continually improve and grow the e-commerce program.

This person must demonstrate exceptional communication skills, tremendous attention to detail, and the ability to generate professional written and visual content that aligns with the branding and messaging of the organization.

The overall goal is to increase the net operating income produced by the ReStores in order to provide maximum funding to further our organization's mission of providing safe and decent housing in San Gabriel Valley. The success of this position will be determined in large part by the growth of e-commerce sales, as well as overall ReStore sales numbers.

Your Team

This person reports to the Procurement and E-Commerce Manager and has no direct reports.

Your Responsibilities

The E-Commerce Coordinator lists, processes, and ships products on behalf of the San Gabriel Valley Habitat for Humanity ReStores utilizing e-commerce outlets (e.g. ebay), while providing exceptional customer service to our online customers and donors.

- Produce accurate and attractive e-commerce listings (content, photos, design)
- Process and ship purchased items via USPS, FedEx, UPS, and large freight shipping services
- Provide exceptional customer service to customers and donors
- Edit and update listings, including price adjustments and inventory tracking
- Research market pricing and maintain awareness of current trends
- Maintain clean and organized workspace and inventory storage area
- Collaborate with ReStore and office staff to accomplish individual and collective goals
- Work with the Procurement and E-Commerce Manager to develop and grow the e-commerce program
- Some heavy lifting is required
- Other responsibilities as assigned by supervisor

You Must Have/Be

- Exceptional communication skills
- Organized and meticulous (including the capacity to keep accurate measure of large quantities of products and listings)
- Tremendous attention to detail (including design elements and written communication)
- Highly self-motivated with the inclination to adapt, learn, and grow
- Markedly positive attitude
- Cooperative disposition
- High level of productivity working individually or with a team, with or without supervision
- Experience listing and shipping items (especially ebay)
- Knowledge of pricing trends (including new and used items)
- Warehouse experience is a plus (especially pallet jack and forklift experience)
- Photography experience (especially retail and e-commerce photography) is a plus
- Marketing experience is a plus
- Highly proficient with various computer software programs and social media platforms: Microsoft Word, Outlook, Excel, Facebook, Instagram, Twitter, etc. (experience with Adobe products and design programs like Canva is a plus)
- Demonstrate a strong alignment with our mission and our key business ethics: Excellence, Respect, Integrity, Compassion, and Grace
- Bachelor's degree or significant related work experience in this field is a plus

About Us

Driven by the vision that everyone needs a decent place to live, "Ace" Gain and a group of committed volunteers founded our organization – San Gabriel Valley Habitat for Humanity – in 1990. We started by building a few homes in Pasadena in partnership with families in need. Today, we've grown into a volunteer and donor-powered movement that has helped nearly 900 people gain quality housing and self-sufficiency both locally and abroad.

Our backyard (service area) is 400 square miles of the San Gabriel Valley, including 31 communities. Families and individuals in need of a helping hand partner with us to build or improve a place they can call home. We welcome all to donate, volunteer, add a voice in support of affordable housing, or shop in our retail stores. Together, we can help families build quality homes and better lives for themselves and their families.