

Job Description

Title: E-Commerce Customer Service Specialist Part Time ~20 hours
Reports To: General Manager
Department: Web & Customer Service Date Updated: January 16, 2018

Maple Valley has an opening for a E-Commerce Customer Service Specialist. This position will be responsible for overall customer service as well as management of our e-commerce accounts. Duties will include, but not limited to, customer service for our customers including phone call and email correspondence as well as retail storefront customers, management of e-commerce storefronts, some retail inventory management, and providing support to the production team. This is a part time position that will likely lead to full time M-F 8-4. **Candidates MUST HAVE e-commerce selling experience.** Interested persons contact Renee@maplevalley.coop

Essential Duties and Responsibilities

- Responsible for managing/monitoring web sales, responding to customers by phone and email
- Responsible for answering customer queries via phone & email
- Responsible for assisting storefront customers at our location
- Responsible for maintenance and upkeep of all e-commerce accounts, including but not limited to Amazon, Ebay, & Jet
- Responsible for helping customers that want to place orders via the phone
- Responsible for evaluating chargebacks & filing claims for accounts
- All other administrative work associated with this position

Knowledge, Skills, and Abilities

- Existing experience in Organic/Natural foods trade
- Working knowledge of Amazon, Ebay, and other e-commerce platforms
- Enjoys working with people, has positive attitude, and understands respect and empathy for customers and coworkers
- Ability to self-motivate and be organized with a systematic approach to your world
- Understands and uses Microsoft Word, Excel, and Quickbooks
- Verbal and written communication skills; ability to follow instructions and to clearly express ideas in a concise and professional manner.
- Effective collaborative skills and ability to work in a team
- Ability to manage multiple tasks/projects at once
- Ability to work effectively and maintain deadlines.
- Critical thinking and decision making skills; able to make effective decisions among primarily known / understood conditions with occasional variables.
- Must be able to read, write, and understand English.
- Experience &/or skills in book-keeping &/or accounting preferred.