



## Ecommerce Web Assistant

### **PROGRESSION OF SUPERVISORS:**

Computer Systems Analyst & Operations Coordinator  
Manager of Ecommerce Marketing, Operations, & Strategy  
Managing Director  
Vice President  
President

### **JOB SUMMARY:**

- ❖ **The Ecommerce Web Assistant will be instrumental in the development and growth of our drop ship channels, which currently include Amazon.com, HomeDepot.com, and Jet.com, with plans to add 5 more channels in the coming year. You will continuously maintain and make improvements to the product pages on our channels, troubleshoot and help resolve technical challenges, and research and share solutions, using internal and external resources. You will work alongside a close-knit team, sharing ideas and collaborating to achieve our sales goals. Must be willing to dive in and understand how our systems and processes work, and research ways to improve. This is an opportunity to contribute to innovative new projects and tasks that impact and change the horticulture industry.**

### **ESSENTIAL FUNCTIONS:**

- ❖ Assist with implementation of 5+ new channels, including researching requirements and adding and updating products and attributes
- ❖ Perform product page maintenance on all Ecommerce channels and websites, including Amazon.com, HomeDepot.com, Jet.com, Salesforce, and Magento
- ❖ Troubleshoot and resolve technical problems with guidance from the Computer Systems Analyst & Operations Coordinator and internal and external resources
- ❖ Assist with creation of new products and kits
- ❖ Utilize all available upgrades on each channel, including Amazon and Jet.com Product Variations and Home Depot Super SKUs
- ❖ Stay current with emerging technologies and perform research to decide if implementing them can increase the organization's efficiency and effectiveness
- ❖ Track how customers engage with our websites using Google Analytics
- ❖ Analyze system connections to ensure they work as expected
- ❖ Utilize Search Engine Optimization (SEO) to continually update content for all products to ensure an ever-increasing conversion metric
- ❖ Advance the goals of the team with consistent contribution of ideas
- ❖ Perform other duties and assist with team projects as assigned

### **ESSENTIAL SKILLS:**

- ❖ Demonstrates the ability to quickly learn and adapt to new computer systems, company specific programs and other technologies.



- ❖ Earns and maintains the trust and respect of all employees, co-workers and customers.
- ❖ Demonstrate a high level of professionalism while at work, or while representing the company in any capacity.

**ESSENTIAL WORK HABITS:**

- ❖ Establish priorities, work independently, and accomplish objectives with minimal supervision.
- ❖ Reports to work as scheduled, maintaining a level of absences that results in minimal departmental disruption and minimal unfair burden on other employees.
- ❖ Strives to learn and improve. Seeks out ways to better themselves and the company. Takes on responsibilities. Is hardworking and self-motivated.
- ❖ Adjust schedule seasonally as needed willing to work more or less hours depending on need of department.

**QUALIFICATIONS:**

- ❖ Proficient in Microsoft Excel, Word, and PowerPoint
- ❖ Experience working with Adobe Suite

**PREFERENCES:**

- ❖ Independent experience with Ecommerce (eBay, Amazon, etc.)
- ❖ Some education or experience in Information Technology

**PHYSICAL ASPECTS:**

- ❖ Lifting minimum of 30 lbs
- ❖ Employee may be exposed to temperatures that can be 10-20 degrees above outside temperatures seasonally.
- ❖ Bulk of time is spent at a desk utilizing a computer