ANNOUNCEMENT OF POSITION VACANCY
Ecommerce Coordinator

SUMMARY: Reporting to the Bookstore General Manager, this position oversees all aspects of ecommerce activities, perform daily internet sales transactions, ensure an accurate inventory catalog on the website, and provide friendly and knowledgeable customer service. The position serves as a stock room and sales floor work leader, and is responsible for maintaining accurate transaction records. This position also provides operations support to store manager and other department managers, and supervises or assists in all store operations.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other related duties may be assigned.

- Administer all ecommerce activities and incorporate best practices to design effective strategies; analyze all information and recommend improvements to customer processes. Efficiently and accurately perform all steps of internet sales transactions, including order fulfillment and shipping.
- Maintain necessary controls/procedures for proper inventory management, including sales, refunds, shipping, receiving, and order preparation. Ensure accurate entry of inventory and accurate returns into store point of sale system (POS).
- Maintain accurate online catalog information, including product descriptions and availability. Assist all internal parties to understand product deliverables and provide support for all activities on ecommerce platforms and ensure satisfaction of customer at all times. Work with product buyers to manage introduction or launch of new products.
- Provide excellent customer service; analyze all ecommerce transactions and recommend improvements to enhance customer experience; assist all external partners and provide support to all activities; and, monitor all site issues and assist in resolution of same.
- Coordinate with internal team and provide support to all online marketing strategies; prioritize projects and recommend ways to increase traffic to website and maximize revenue. Assist with or implement social media strategies and other marketing campaigns.
- Administer an effective website strategy and develop and maintain effective relationships with other campus web designers and programmers.
- Maintain and troubleshoot equipment.
- Train and supervise student staff on order fulfillment and processing procedures.
- Participate in store planning. Recommend and evaluate enhancements to store policies and procedures.
- Assist in store operations by performing store opening and closing procedures, and by providing support to department managers.
- Assist the Bookstore General Manager with special projects and assessments on the changing needs and interests of students and necessary infrastructure to support the appropriate response.
- Supervise student employees.

Colorado Mesa University is particularly interested in candidates who have experience working with students from diverse backgrounds and who have a demonstrated commitment to improving the levels of access and success for underrepresented students within higher education.

EDUCATION and/or EXPERIENCE

Required:
- Minimum of four years of experience in retail and/or ecommerce operations
- Excellent understanding of ecommerce business and working knowledge of internet
- Demonstrated organizational and interpersonal skills
- Demonstrated ability to work independently and to implement solutions effectively without direct supervision
- Excellent verbal communications and interpersonal skills
• Ability to calculate figures and amounts such as discounts, commissions, proportions, percentages, margins, and markups as related to inventory management, and to apply basic bookkeeping skills
• Ability to perform basic cash management procedures as related to retail sales operations

Preferred:
• Bachelor’s degree from an accredited institution
• Inventory management experience
• Experience using point of sale systems or other order management or fulfillment system
• Supervisory experience

While performing the duties of this job, the employee is frequently required to stand, walk, sit, use hands to finger, handle or feel; and talk or hear. Frequently required to reach with hands and arms, and must frequently lift and/or move up to 50 pounds. This is a retail store environment where the noise level is usually moderate to loud.

**TYPE OF APPOINTMENT:** Full-time administrative hourly appointment.

**SALARY:** Commensurate with education and experience. Excellent health and retirement benefits package.

**APPLICATION DEADLINE:** Open until filled. To ensure consideration, complete applications must be received by July 20, 2016.

**APPLICATION:**
Submit a cover letter describing qualifications and experience as they relate to the specific requirements, responsibilities, and preferences of this position, current resume, a copy of transcripts for all degrees completed (official transcripts will be required upon hire), the names, phone numbers and e-mail addresses of three professional references, and the following completed forms:

- Applicant Authorization to permit Search Committee members to review candidate transcript
- Applicant Authorization and Release to Conduct Reference and Background Check form
- Voluntary Affirmative Action form

Mail to:
Ecommerce Coordinator Search Committee
Human Resources, LHH 237
Colorado Mesa University
1100 North Avenue
Grand Junction, Colorado 81501-3122
Phone: 970 248-1820

Alternatively, electronic applications are accepted at CMUJobs@coloradomesa.edu. If using this method of application, please put the search name in the subject line to ensure that your materials are forwarded to the appropriate search file. Electronic application materials **must be submitted** as a .pdf or Word document (no size limit). Electronic materials submitted in any other format will not be accepted. Please do not copy and paste application materials into the body of your email; send materials as attachments.

*Colorado Mesa University is committed to providing a safe and productive learning and living community. To achieve that goal, we conduct background investigations for all final applicants being considered for employment. Background investigations include reference checks, a criminal history record check, and when appropriate, a financial and/or motor vehicle history. Applicant must be able to verify U.S. employment eligibility. Colorado Mesa University is an Equal Opportunity Employer, committed to a culturally diverse faculty, staff and student body. Women and minorities are encouraged to apply.*