

## JOB DESCRIPTION

**Job Title:** E-Commerce Sales – 2- Year TERM

**Reports to:** Retail Operations Manager

**Department:** Visitor & Museum Services

**Salary Range:** : \$33,834 - \$42,297

**Closing date:** February 17, 2023

**JOB SUMMARY:** Reporting to the Retail Operations Manager the position will be responsible for developing content for the shop website, including product photography, descriptions, item details, and promotions. Responsible for fulfilling, packing, and shipping online orders. Day-to-day customer service support to Gallery Shop.

### **DUTIES and RESPONSIBILITIES:**

- Photograph products, edit photos, write and edit product descriptions, upload products to website.
- Assist in content development for **shopwag** Instagram account
- Assist customers in the selection of all merchandise – in-store and online
- Responds to customer issues and order discrepancies including shipping damages.
- Researches and suggests improvements to the online shop with the goal of increasing ecommerce sales in mind
- Fulfill online orders: processing, picking items, packing, and shipping.
- Receive new merchandise into POS system and into online shop
- Operate the POS system for general sales and inventory information
- Close and balance sales at the end of day
- Unpacking and pricing new merchandise
- Provides customer service support to Gallery Shop Sales associates when needed.
- Responsible to provide best efforts to ensure a positive visitor experience for all facets
- Other duties as assigned

### **JOB REQUIREMENTS:**

- Computer training in POS system
- Demonstrated experience with photography and Photoshop software
- Experience with and knowledge of social media marketing tools
- Ability to communicate effectively with staff, volunteers and the public with tact and diplomacy
- Ability to work independently and without supervision
- Experience with inventory management systems
- Creativity, resourcefulness, flexibility and motivation

**NOTE: Don't meet every requirement?** Studies have shown that women and/or persons who have been racialized are less likely to apply for jobs unless they meet every single qualification. At WAG-Qaumajuq, we are committed to building an inclusive and equitable workplace. If you are excited about this role, but your qualifications do not perfectly align with the job description, and/or you have experiential knowledge which would be an asset, we encourage you to apply and outline the applicable information in

your cover letter. You may be the perfect candidate for this role or another within our organization.

**ASSETS:**

- Prior experience in e-commerce including retail fulfillment
- Photography training
- Fine arts background
- Lived experience as an Indigenous and/or racialized person on Turtle Island
- If Indigenous, belonging to and claimed by an Indigenous Nation
- Ability to speak and write an Indigenous language
- Bilingualism (English/French)
- High level of accuracy and attention to detail
- Experience with Wordpress and/or WooCommerce