



## **CUSTOMER SERVICE/ECOMMERCE ASSOCIATE JOB DESCRIPTION**

Hello. We are looking for bright and energetic candidates to join our Ecommerce department. If you are interested in becoming part of an exciting, fun, and growing brand please submit your resume and cover letter.

Launched in 2003, Roberta Roller Rabbit's resort-inspired line has evolved into a lifestyle brand offering a plethora of exotic block printed products which include clothing for men, women, and children, as well as accessories and home furnishings. We are seeking a detail oriented and creative individual to join our Ecommerce team full time as an Ecommerce Associate. This position will assist with the day-to-day management of the website, provide customer service for our shoppers, and assist in marketing projects. Reporting to the Ecommerce Manager, the Ecommerce Associate will be responsible for delivering higher levels of customer satisfaction, assisting with the identification and development of strategies to drive conversion and grow revenue, and also provide support for the PR department as needed.

### **Essential Functions**

- Respond to all customer queries via phone and service email.
- Communicate with warehouse on all shipping and stock issues.
- Process all ecommerce returns and exchanges.
- Assist Ecommerce Manager and PR Manager in completing tasks.
- Product setup, maintenance, and category merchandising for site.
- Assist in photo shoots. Manage product photography requests.
- Responsible for ensuring every category page on site is merchandised with balance of key performance indicators and aesthetics.
- Create bulk upload of inventory to website.
- Resize and rename image files for use on website.
- Assist with Social Media Campaigns.
- Manage editorial requests and track samples.
- Responsible for various administrative tasks.

### **Qualifications**

- Ecommerce and customer service experience (1-3 years).
- Knowledge of Magento (or similar CMS) preferred.
- Basic Knowledge of Photoshop.

- Basic knowledge of FTP programs.
- Visual display or website merchandising experience.
- Ability to make timely decisions, anticipate problems, and provide creative solutions.
- Well-organized, detail oriented.
- Ability to work in a fast paced and changing environment.
- Advanced Excel and Word, with strong computer and systems understanding.
- Passion for Roberta Roller Rabbit and design ethos.
- BA/BS required.

### **Benefits**

- Health and Dental insurance.
- Casual work atmosphere.