



JOB TITLE: eCommerce Coordinator- ReStore Online
REPORTS TO: Director of Acquisitions and eCommerce

Habitat for Humanity of Greater Los Angeles (Habitat LA) is seeking a qualified candidate to post, ship and reply to issues or questions around eCommerce customers.

Habitat for Humanity of Greater Los Angeles has been an active affiliate of Habitat for Humanity International for more than 20 years. By providing affordable housing, home repairs, skilled construction training, financial education, and volunteer opportunities the organization has transformed millions of lives, helped stabilize communities and fostered economic vitality in the region. On average, the affiliate builds and renovates 100 homes in the Los Angeles region, ranking it among the largest affiliates nationwide.

SUMMARY OF ESSENTIAL FUNCTIONS

- Picking, packing and shipping items for purchase from one of our ecommerce platforms.
- Posting items online for sale through one of our ecommerce platforms
- Preparing items to be photographed and editing items to properly prepare them for being posted online.
- Assist with moving inventory around to provide the proper spacing in the warehouse and other inventory management tasks as assigned
- Post on Instagram or other social media platforms to support sales.
- Responsible for order processing for fulfillment or cancelations.
- Locate items valuable to sell online, prepare and stage items for photographs.
- Photographs are edited, according to ReStore Online Guidelines, prior to uploading to a designated online cloud.
- Identify and evaluate online market value of these items in order to maintain competitive pricing online and profitability.
- Create accurate descriptions of items for listings including dimensions, condition, quantity and short written "selling-point" phrase.
- Items selected for pickup are pulled and staged as they are received while accurately changing order status to notify customers of their order.
- Assists customers as they arrive for order fulfillment ensuring accurate order is given, collects a signed pickup slip, and changes electronic order status to fulfilled.
- Sold items must be safely packaged and shipped to buyer within 2-3 business days of receiving order (applies to qualifying shippable orders). Considers shipping cost by item type to select the most effective shipping method and shortest time of arrival to meet or exceed customer expectations.
- Ensures proper inventory count of items owned to accurately reflect number of items listed online in order to be able to provide the best customer purchase experience possible.

Visit us at: www.habitatla.org

Employment is contingent upon completion of a satisfactory background check and drug screen

**Habitat for Humanity of Greater Los Angeles is an Equal Employment Opportunity employer. Applicants are considered without discrimination with regard to race, color, religion, sex, national origin, age, disability or other protected status and will consider qualified applicants with criminal histories in a manner consistent with the [Los Angeles Fair Chance Initiative for Hiring](#).*



- Reply to customer inquiries in a timely manner (24-48 hours) to maintain a high-response rating on all online selling platforms including phone calls and emails.
- Assists, when needed, with receiving and staging of newly acquired items designated for sale online.
- Daily filing of signed fulfilled order copies and auditing order status changes for picked up orders have been updated accurately.
- Creating content for social media posts on scheduled workdays to drive sales.
- Support all HFHGLA events.

SUMMARY OF JOB QUALIFICATIONS

- A strong understanding of eCommerce business administration and is recommended two plus years' experience as eCommerce seller.
- High School diploma required. A degree from an accredited college or university preferred but not required.
- A valid driver's license and proof of insurance required.
- Clean DMV record & Forklift certifiable
- An understanding of Habitat for Humanity and commitment to its mission

Bi-Lingual (English and Spanish) not required but preferred. This is full-time position. Work schedule is Monday - Saturday, 8:30 am – 5:30 pm. Position requires local travel in the normal course of performing job duties with mileage reimbursement. Must have access to reliable transportation to perform job duties, valid driver's license and meet the state required amount of personal automobile liability insurance.

BENEFITS AND COMPENSATION: We offer a full benefits package: medical, dental, and vision coverage; life and AD&D insurance; vacation and sick leave; holidays; flexible spending accounts; and 401(K) retirement plan and employee discount in our ReStores.

Compensation: DOE



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