



**JOB TITLE:** eCommerce Sales Manager  
**REPORTS TO:** Sales Leadership  
**LOCATION:** Fully Remote  
**FLSA CLASS:** Exempt, Salary  
**POSTING DATE:** 02-May-2022

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### **BASIC FUNCTION SUMMARY:**

The eCommerce Sales Manager is a result driven leader who will deliver an uncompromised customer service journey, manages to revenue goals, is a critical thinker, makes decisions based on measurable data driven by key service metrics and staff performance, and has an exceptionally strong acumen of technology, and in particular CRM platforms. This role will oversee and advocate on behalf of the customer during their journey from start to finish, in conjunction with managing ePromos customer success team priorities with a focus on sales growth and operational efficiencies. The Sales Manager will collaborate with Marketing, UX/IT, Merchandising, Supplier Relations, Sales, and Sales Support to grow Customer engagement to deliver a best-in-class experience for our eCommerce customers.

*The following duties are not intended to serve as a comprehensive list of all duties required in this position. This job description is intended as a representative summary of the major duties and responsibilities. This role may not be required to perform all duties listed and may be required to perform additional duties as requested.*

### **ESSENTIAL FUNCTIONS: Duties, Skills, Responsibilities and Expectations:**

- Responsible for the development, operational efficiency, and continuous improvement of ePromos overall customer experience strategy including lead conversion, customer loyalty.
- Owns the daily management of the customer success inside sales team. Utilizes eCommerce tools and methods to assist in sales strategy on all segments of the Customer lifecycle and experience.
- Be our Customer Journey delivery mapping architect, driving our omni-channel CX & Sales strategy.
- Manage to desired results of our outbound prospect campaigns.
- Introduce and implement eCommerce and CRM tools for sales enablement when gaps are identified.
- Represent CX in cross functional leadership meetings as required, collaborating, and implementing cross functionally with Sales, Marketing & Operations.
- Drive and provide solutions, pinpointing Customer pain points, with the goal of increasing conversion rates, annual revenues, lifetime value, CX, workflow process improvements, and quality assurance while streamlining effectiveness & productivity, decreasing abandoned orders, sample spend, shipping loss, cancelled orders, and QA rates.
- Partner with Finance Leadership to review key business metrics and company financials to drive the conversation in the right directions for optimization, revenue growth, and cost-savings for maximum profitability.
- Reports inside sales & CX Results to Senior Leadership Team.
- Partner with Executive team to establish annual individual and eCommerce sales channel sales goals/metrics, department budgets and KPI's
- Strong and commanding player in our CRM strategy, development, reporting, and utilization to enable best in class efficiency of process, strong data pulls, consistent reporting, and ultimately Customer engagement.
- Implement system automation for maximum sales revenue growth and profitability wherever possible.

*Maintain appropriate physical and mental health required to perform the essential functions of position*

### **MINIMUM REQUIREMENTS:**

- Strong product merchandising knowledge
- Detail oriented & organized
- Strategic thinking skills
- Retail and fashion trends awareness
- Excellent written and oral communication skills
- Sound judgment in decision making and problem solving
- Ability to work independently or team as required by the task or project
- Always maintain the highest level of confidentiality and professional conduct
- Amazing people skills
- Must love branded promotional products and related services!

### **Required Education / Industry Knowledge:**

- BA or BS degree in Business or related field preferred
- Minimum 7 years' experience as an eCommerce Inside Sales Manager preferably in the Promotional Products, branded merchandise, custom decorated product, and or product kitting Industry
- Minimum 4 years of advanced Netsuite experience

### **WORKING CONDITIONS:**

- Position is fully remote in the US
- Ability to accommodate multiple time-zones with primary ET (EST/EDT)
- Dedicated workspace and high-speed internet
- Frequent video conference/email/chat

### **PHYSICAL DEMANDS:**

- Maintaining a stationary position for up to 50% of the workday
- Consistently operate a computer and other productivity equipment including keyboard, webcam, and document scanner
- Clarity of vision of 30" or less
- Ability to perceive sound in the capacity of oral communication
- Exertion of up to 10lbs. of force as related to lift or move of objects
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***We are an Equal Opportunity Employer!***

ePromos is committed to creating a diverse workplace environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.