



eCommerce Associate

Department: Business Technology
Location: Appleton, WI
Reports to: eCommerce Manager

Exemption status: Non-Exempt
Direct Reports: N/A

Purpose

The E-Commerce Associate manages requests and administers content of the AIA Company Stores on behalf of our Franchise and Sales Affiliate community. This position will support the product requirements and site management as it relates to the development, launch, and day-to-day E-Commerce operations. This position requires an individual who is enthusiastic about customer service and eCommerce.

Responsibilities

Store and Website Onboarding

- Collaborate with franchise owners, sales affiliates and customers to understand their goals and objectives that lead to effective sites through design, development, and delivery of optimal user experiences and eCommerce technology solutions
- Assist with other special projects not limited to the eCommerce team
- Provide reporting as needed per store to internal teams, as well as appropriate customers

Relationship Management

- Provide front-line communication and relationship management for franchise owners, sales affiliates and customers
- Assist in maintaining and scheduling requests
- Develop Statement of Work documents with input provided by other team members
- Schedule and facilitate review and follow up meetings between eCommerce team and franchise owners, sales affiliates and customers

Configuration & Maintenance

- Possess a basic understanding of the AIA transactional life-cycle in order to accurately speak to and communicate stores/sites options in a variety of scenarios
- Research product images and descriptions for sites
- Create virtual images for products for use on sites
- Add content to ecommerce sites including virtual images, descriptions and price
- Add products to store categories, set up shipping and tax calculation

Quality Assurance

- Responsible for quality of work in terms of accuracy and content, minimizing rework
- Manage and review product presentation on sites to ensure correct categorization, images, copy, pricing and promotional offers are accurate and meet internal and external requirements
- Track time spent on stores and sites

Customer & End-User Technology Support (L1-L2)

- Act as a liaison to work with or resolve customer or product situations ensuring excellent customer service
- Support the online shopping experience with focus on the day-to-day maintenance of ecommerce platforms

Qualifications

Education/Experience:

- College graduate, actively working towards a college degree, or 3+ years experience in related field
- Proficient using Google G Suite or Microsoft Office products; spreadsheets, presentations, word processing, email and web searches
- Knowledge of E-commerce concepts and principles
- Working experience within the promotional products industry

Knowledge/Skills/Abilities/Competencies

- Personal Leadership
 - **Agile & Adaptable:** Responds to change and uncertainty with confidence and openness; seeks new experiences to develop skills; solicits and acts on feedback; learns from experiences; not afraid to take risks.
 - **Accountable:** Accepts responsibility for one's own performance and actions; follows through on commitment; assumes positive intent in others; treats others objectively and consistently; acts with integrity.
 - **Courageous:** Confronts difficult issues objectively and supports others who do the same; champions new ideas; manages personal discomfort in difficult situations.
- Team Leadership
 - **Collaborate:** Works effectively with others to meet goals and satisfy business objectives; develop and maintain strong relationships with internal/external partners; seek buy-in of stakeholders; deals with disagreements or different points of view in a constructive manner; maintains positive relationships even under difficult circumstances.
 - **Communicate Effectively:** Listens attentively and with empathy to concerns of others; adjusts message to the audience; keeps people up to date with relevant information; speaks and writes clearly; encourages others to express views, even unpopular ones.
 - **Manage Talent:** Willingly shares expertise and experience with others.
 - **Engage & Inspire Others:** Conveys trust in people's competence to do their jobs; creates a feeling of energy, excitement, and personal investment; inspires others to excel; recognizes performance that exceeds expectations.
- Thought Leadership
 - **Solves Problems:** Seeks out and considers relevant data, intuition, ideas and experience to make decisions and solve problems; effectively and efficiently integrates information from diverse sources; thoughtfully considers alternative solutions and perspectives.
 - **Strategizes:** Thinks critically; understands implications of decisions; shares ideas for improvement; sees how his/her works relates to the work of other teams in the organization as a whole; knows which people in the organization need to be informed, what they need to know, and when to tell them.

- **Innovates:** Generates new ideas that add value; nurtures fresh approaches and appropriate risk taking; seeks alternative points of view; approaches problems with curiosity and generates creative solutions.
- Results Leadership
 - **Manages Execution:** Manage resources and time to achieve business objectives; prioritizes goals; works quickly to get things done.
 - **Drives for Results:** Fosters a sense of urgency and commitment to achieve goals and create an Owner focused environment; takes initiative to proactively address critical issues; carefully considers compliance and regulatory obligations.
 - **Maximizes Productivity:** Identifies ways to streamline and improve efficiency of work; ensures that defined processes, quality standards, and best practices are executed as designed.

Working Conditions

Prolonged periods sitting at a desk and working on a computer.

Please note this job description is not designed to cover or contain a comprehensive listing of functions or responsibilities that are required of the employee for this job. Functions and responsibilities may change at any time with or without notice.

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