

**LAND OF LINCOLN GOODWILL INDUSTRIES
JOB DESCRIPTION**

JOB TITLE E-Commerce Specialist	DEPARTMENT Retail
SUPERVISOR E-Commerce Supervisor	DIVISION E-Commerce
CLASSIFICATION Non-exempt	POSITIONS SUPERVISED None

I. POSITION CONCEPT

Packages and ships items to customers for the Land of Lincoln Goodwill Industries E-Commerce Division.

II. ESSENTIAL JOB DUTIES

- Packages and ships items – accesses shipping pick list, prints shipping documentation, packages, labels and moves packages to shipping dock.
- Maintains communication with stores regarding receipt of items or merchandise returned to stores (within 5 working days) if not posted.
- Assists in maintain orderly stockroom and assists supervisor in evaluating items received by store.
- Ensures item security (theft prevention), locking stockroom / item preparation areas.
- Assists in preparing and distributing weekly reports for E-Commerce Supervisor regarding production problems, when applicable. Identifies opportunities to continuously improve operations and increase quality of donations.
- Assists in managing items through the *shopgoodwill* pre-listing and listing process as assigned by supervisor – receives items from Goodwill stores, checks for complete shipment, coordinates appraisals, moves to appropriate store rack, tests electronic items, takes digital images, modifies and uploads images, composes item description, determines weight, sets starting price, proofs finish listing, submits listing, manages in-auction process and prepares reports.
- Ensures compliance with regulations and policies as set forth by LLGI and GII.
- Maintains clean and orderly work area.
- Performs other duties as required or assigned.

III. EQUIPMENT AND TOOLS USED

Computer with peripherals, digital camera, telephone / fax, packing tape dispenser, peanut / paper dispenser, utility knife and roll carts.

IV. REQUIREMENTS

- Requires High School Diploma or equivalent.
- Requires ability to utilize word processing software and type at a working rate of speed.
- Requires working knowledge of digital camera and imaging operations and use.
- Requires ability to read and interpret documents such as safety rules, operating and maintenance instruction and procedure manuals.
- Requires ability to write routine reports and correspondence.
- Requires ability to communicate effectively before groups of customers or other employees.
- Requires ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Requires ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.
- Must be self-motivated and able to work independently yet be a team player.
- Requires ability to work independently while fostering a strong team atmosphere.
- Requires ability to be consistently at work and on time on scheduled work days.
- Requires ability to complete tasks on time or communicate issues / problems with the appropriate person.
- Requires ability to follow and enforce all LLGI policies and procedures.

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- Requires ability to promote a safe working environment and to ensure that all safety procedures are followed.
- Requires ability to successfully complete pre-employment drug screen, reference checks and criminal background investigation.

V. PHYSICAL REQUIREMENTS/WORKING CONDITIONS

- Physical stamina and strength to carry, lift, push or pull up to twenty-five (25) pounds of equipment, supplies, etc.
- Light industrial/warehouse environment.
- Ability to stand for two (2) to four (4) hours each work day.
- Requires ability to lift, reach, bend and stoop.
- Exposure to allergens including dust, mold and pet hair.

Acknowledgement of Position:

I acknowledge that this job description serves only as a guideline for the duties required of my position, and that job duties are subject to change, as the organization deems necessary. I understand and accept the position.

Employee Name (Please Print) _____ Date _____

Employee Signature _____ Date _____

Supervisor Signature _____ Date _____