



## **eCommerce Associate - Job Description**

### **Company Profile**

Game-Set-Match, Inc. is a premier racquet and paddle sport supplier. Headquartered in Colorado, we have 3 retail locations on the front range of the Rocky Mountains, as well as 2 retail locations in Nevada in the Las Vegas suburbs, making us the 3rd largest industry retailer in the nation. The company is experiencing growth and is expanding our team to accommodate this growth.

### **Job Summary**

The E-Commerce Associate helps to grow the e-commerce business using positive customer experience. They maintain the technology and system required to support the e-commerce activities. They collect information to draw important insights and improve the business. The person in this role will work in a fast-moving environment and take care of the digital landscape. They offer operation support for the e-commerce business. They must be polite to customers and work well with others.

### **Duties and Responsibilities**

- Assist with inventory counts, purchase orders, data entry of product details in the POS system.
  - Assist with shipping and receiving of products for both retail and ecommerce.
  - Assist with order fulfillment from eCom and 3rd party selling channels.
  - Assist with the testing of the website to ensure an excellent customer experience.
  - Assist with customer loyalty activities.
- Assist with service innovation plans.
- Collect data for business performance, sales and report for 3rd party channels.
  - Collect data on customers shopping behaviors and brand activities for 3rd party channels.

- Assist with the collect information on local/international business, market trends and new business opportunities.
- Handle customer issues from the sales in-box and on 3rd party site messaging.
- Receive feedback on quality and partnership.
- Track data on system and network for examination.
- Update content for the organization's website, as well as updating promotional items as directed by the Marketing team.
- Use collected data to draw insights.
- Work with other teams to fulfill customers' orders based on the agreement.
- Work with the business partners as required.
- Willingness to work at other locations as requested.
- Infrequent travel may be required.
- Other duties as assigned.

## **Requirements and Qualifications**

- Degree in Business Analytics or equivalent work experience preferred
- Organizational, teamwork, and quality assurance skills.
- Data analysis and report writing abilities
- Attention to detail
- Thoroughness in data entry
- Exceptional customer service
- Physical Qualifications
  - Ability to lift and carry up to 40 lbs.
  - Ability to walk up and down stairs while carrying items
  - Ability to endure long periods of using the computer, sitting, standing, kneeling

**Location:** Game-Set-Match Denver: 2480 S Colorado Blvd, Denver CO 80222

**Pay range:** \$21-\$24 hourly DOE. This is a full-time position of 38-40 hours per week.

**Apply:** Email resume to [chrysie@gamesetmatchinc.com](mailto:chrysie@gamesetmatchinc.com)