



Job Description

Join a growing 100% Employee Owned and Operated Company!

Job Title: E-commerce Coordinator

Location: 11320 Donner Pass Rd. Truckee, CA 96161

Department: Marketing and Purchasing

Reports to: VP of Marketing and Purchasing

Employment Status/Type: Full Time, Year Round

Compensation: DOE

Job Summary

Greet and assist all guests of Mountain Hardware and Sports, connecting them to the product or service requested. Assist with daily operations of the e-commerce site; managing inventory levels for items on our e-commerce site, communicating with e-commerce customers and addressing their questions and concerns. Adding/deleting inventory on the e-commerce site, handling shipping of e-commerce orders, communicating with VP & Buyer on items to have on our site. Proficient in Windows OS, 5yrs customer service experience, work well in fast-paced team setting.

Duties and Responsibilities

- Encourages and demonstrates the Mountain Hardware and Sports culture of exceptional guest service, teamwork, innovation, and fun! Works well independently and with others. Enjoys “pitching in” whenever and wherever assistance is needed. No job is too small for any of our employees if it serves our guests. Conducts and shows a high level of professionalism and courteousness to all guests. Values our safety culture, our Core Values, values employee ownership and operation, our local community, and maintaining a healthy, sustainable environment. Asks questions, shares concerns, or gives ideas on innovation and efficiencies that improve both the guests’ and employees’ experience.
- Managing inventory levels for items on our e-commerce site
- Communicating with e-commerce customers and questions
- Adding/deleting inventory on the e-commerce site
- Handling shipping of e-commerce orders
- communicating with VP & buyer on items to have on our site
- work well in fast-paced team setting

Skills and Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties:

- Have excellent communication, analytical, and interpersonal skills.
- Ability to work in a fast-paced team environment while maintaining a high level of accuracy and courtesy.
- Proficient in Windows OS
- 5yrs customer service experience
- Must be at least 18 years old.



- Must be able to work in the United States.
- Must be able to communicate effectively in English.
- Must maintain a well-groomed and professional appearance.
- Must enjoy serving people and having fun!

- **Language Skills:**
 - Literate and fluent in English.
 - Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence.
 - Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
 - Additional language(s) desirable.
- **Mathematical Skills:**
 - Ability to add and subtract two-digit numbers and to multiply and divide with 10's and 100's.
 - Ability to calculate figures and amounts such as fractions, percentages, and ratios.
- **Reasoning Ability:**
 - Ability to apply common sense understanding to carry out instructions furnished in oral, mathematical, or diagram form.
 - Ability to deal with problems involving several concrete variables in standardized situations
 - Ability to define problems, collect data, establish facts, and draw valid conclusions.
- **Education and/or Experience:**
 - 1-2 year(s) related experience and/or training; or equivalent combination of education and experience.
 - Computer and database knowledge desired
 - Prior customer service, outdoor focused retail, hardware, retail, ski resort, or hospitality experience desirable.
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- **Certificates, Licenses, and Registration:**
 - None Required

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Regularly required to stand, sit, and walk; talk and hear; taste and smell; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl.
- Often required to use the computer. Specific vision abilities required by this job include close vision, distant vision, color and peripheral vision, depth perception, and ability to adjust focus.
- Ability to lift/move 25 lbs.

Equipment Used

- Telephones, PC, database, office supplies, and filing cabinets
- Handheld radio

Working Conditions



The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Could be occasionally exposed to wet and/or humid conditions; high precarious places; fumes or airborne particles; toxic or caustic chemicals; extreme cold; extreme heat; risk of electrical shock; explosives; and vibration.
- Noise level in the work environment is usually loud.
- Exposed to moving mechanical parts.
- Large work area environment.

Employee Name:

Employee Signature:

Date:

Employment with Mountain Hardware and Sports/Truckee Rents is "at will" for no definite period of time. The employee may terminate employment at any time without notice or cause, and so too can Mountain Hardware and Sports/Truckee Rents terminate employment relationship at any time without notice or cause.