



Job Description

Online Sales Specialist

Responsible for selling Florence's Inventory and Client items online.

Responsibilities:

- Create & execute process to Inventory, photograph, describe & post individual items for sale.
- Process all online payments.
- Effectively package and mail/deliver each product.
- Maintain list of products available for sale online and accurate sales report with offering & sold prices, date of sale.
- Monitor listings.
- Identify and analyze results & metrics, and modify process as necessary to make improvements.
- Handle all returns, organizing replacements or refunds as necessary, and keep accurate records of items returned or lost in transit.
- Liaise with shippers regarding missing/damaged items or returns.
- Respond to routine customer inquiries via e-mail and telephone.
- Identify non-routine customer inquiries and escalate as appropriate;
- Recommend plan for Inventory of all Florence's unique and individual products. Assist with Implementation.

Qualifications & Skills:

- Will provide on-the-job training for position.
- Good eye for detail and accuracy.
- Good photography & writing skills.
- Good computer skills.
- Customer service experience is a bonus.
- Personal initiative and drive.
- References.