



eCommerce Channel Manager

About us: Hartville Hardware and Lumber is the country's largest independent hardware store with over 7 acres of products, displays and even a completely furnished idea house under one roof. Customers come from near and far to experience our one-of-a-kind store and unmatched customer service. They also enjoy the rest of our campus with the TripAdvisor top rated Hartville Kitchen restaurant and the always exciting Hartville Marketplace. Our local, family owned company is a leader in the markets we serve and is full of people who work each day to go beyond our customers' expectations. We are committed to being a great place to work and encourage our team members to excel and grow professionally.

About the position: The **eCommerce Channel Manager** position is primarily responsible for growing and maintaining sales within the various marketplaces for Hartville Hardware. The channel manager plays an important role in the growth, compliance and profitability of one of Hartville Hardware's biggest eCommerce channels. In the ever-changing eCommerce landscape this position is required to provide leadership, guidance, and assistance to the Product, Warehouse, and Customer Service Teams to ensure best practices are followed to achieve the optimal customer experience at the highest level of profitability.

Essential Responsibilities:

- Develop, implement, and manage strategic plans to grow Marketplace sales channel for Hartville Hardware while meeting profitability objectives.
- Pursue personal development to become in-house expert on all aspects of the Marketplace.
- Stay on top of all developing trends, changes, and opportunities.
- Insure compliance with all of the specific channels policies.
- Work to optimize all Hartville Hardware product listings.
- Monitor performance metrics and intervene as necessary.
- Optimize Hartville Hardware store within designated channel.
- Work with other Channel Managers to insure consistent customer experience across all channels.
- Proactively work with Product Team and Marketing Team for unique promotional opportunities on the channel, as appropriate and available.
- Monitor competitive situation on the Marketplace and work with Product Team to address any concerns or opportunities.
- Monitor and report any trademark or copyright infringement to which we have valid claims.
- Will be primary point of contact for any specific channel employee contacting Hartville Hardware.
- Negotiate and manage any channel specific contracts.
- Work with Web Development Team to insure all integrations are current, compliant, and functioning properly.
- Assist Product Team with resolving any channel specific product listing issues.

Essential Qualifications:

- Accountability is mainly to Vice President of Operations.
- Full time – Up to 45 hours a week during peak seasons, with a minimum of 40 hours, unless otherwise approved by manager.
- As an intricate part of the online marketplace team, this position will be responsible for working closely with all department managers, to ensure the highest level of efficiency, this requires this person to be on-site collaborating 90% of the time.
- Excellent written and verbal communication skills.
- Highly organized multi-tasker.
- Analytical thinker who can focus on details.
- Must check accuracy of work
- Work well under pressure and deadlines.
- Strong financial aptitude.
- Self-motivated.
- Must work well with others and demonstrate good diplomacy skills.
- Proficient in Excel.

At Hartville Hardware and Lumber, we serve others as we would want to be served. You can expect a great working atmosphere, benefits that include medical, dental, vision, 401K, and a great discount at our store, and a team that wants to see you succeed. If you would like to join a company that works each day to go beyond our customers' expectations, please apply for this great opportunity.