

## **Proposed Job Title**

eCommerce Content Specialist

## **Job Description**

Are you interested in ecommerce and social media? Are you organized, detail-oriented, and like to be appreciated for the quality of your work? This may be the job for you!

Millennium Packaging is a values-driven distribution leader in the food service packaging and janitorial supplies industry. In this position you will work alongside our product, sales, and marketing team members to ensure the product data from our vendor partners is accurately represented on our ecommerce websites and in our backend system.

## **Responsibilities / Essential Functions**

- Utilize Unilog CIMM2 CMS to manage web content and the e-commerce product database including attribute determination, product selection, product build, product upload, visual display, and content writing
- Drive compliance resolution of invalid, incomplete, or inaccurate data content
- Determine new attribute and brand abbreviations and maintain cross-reference table
- Provide support for other item or data quality related projects as necessary
- Coordinate all visual aspects of web site with internal and external resources to coincide with sales initiatives and corporate direction
- Train sales and customer service team members on web site functionality
- Professionally and in a timely manner handle customer service escalations
- Other duties and responsibilities as assigned

## **Education/Experience**

- Bachelor's Degree in Marketing, Business, Journalism, Communication or other related field
- One to two years of previous ecommerce or marketing experience or an equivalent combination of education, training, and experience
- Experience using social media platforms (Facebook, Twitter, LinkedIn, etc.)
- Experience handling multiple tasks and project plans
- Experience in research, fact checking, copywriting, social media, transcription and data management
- Distribution experience a plus

## **Skills**

- Excellent PC skills including strong knowledge in Microsoft Office Products, advanced knowledge in Microsoft Excel (VLOOKUP, Pivot Tables)
- Knowledge of HTML, preferred
- Knowledge of ERP/DRP (Epicor Eclipse) and CMS (Unilog CIMM2) systems, a plus
- Knowledge of Search Engines Marketing (SEM), Search Engine Optimization (SEO), a plus
- Must be accurate and detail oriented
- Creative problem solver with excellent follow-thru skills
- Must be dependable, logical, consistent, and be able to manage multiple projects
- Ability to identify errors and omissions and formulate a correction/prevention plan
- Above average organizational skills
- Ability to put in extra effort to meet project deadlines
- Excellent written and verbal communication skills
- Excellent Customer Service Experience