



A P P O I N T E D

## E-COMMERCE MANAGER

Appointed is hiring for a full-time E-Commerce Manager to join our team immediately. Our ideal candidate has at least 1 year of e-commerce experience at a product-based company and a strong professional interest in design-centric product-based company. The individual will manage all facets of the Appointed e-commerce website and report to the Founder.

### Responsibilities:

- Oversee and manage web content including product descriptions, content pages, FAQ
- Initiate and execute new e-commerce programs and product releases
- Oversee and grow the Appointed Rewards program and customer engagement as it relates to the Rewards program
- Track and assist with increasing average sales, conversion rates and overall e-commerce revenue
- Oversee and enhance the customer experience for e-commerce orders
- Represent and oversee all customer relations including: email inquiries, live chats, in-person inquiries and customer engagement
- Ensure all Appointed E-Commerce orders are accurately fulfilled on a daily basis and provide operational support to fulfillment team when needed. Process all return orders.
- Coordinate all product photography.
- Coordinate with the marketing team on product releases, e-commerce programs and activities
- Manage the Appointed retail experience located in our headquarters

### Required qualifications:

- At least 1 year professional experience working with a product-based e-commerce website
- In-person or online customer service experience
- Strong working knowledge of Shopify
- Strong organization, communication and creative writing skills
- Proficiency with Apple products/software
- Ability to multi-task and work in a fast-paced environment
- Extremely thoughtful and detail-oriented
- Resourceful, responsible and a team player
- Interest in working for a small, creative commerce company
- A love for paper products and good design is a plus

Appointed, LLC is an American-made brand of thoughtfully designed desktop products that make utility look luxurious. Following an exhaustive yet unsuccessful search to find well made and refined desktop products that are manufactured in the U.S., we decided to create our own. Practical, beautiful and handcrafted of the finest materials, Appointed goods are designed to elevate the work experience.

Appointed is made-up of a small but growing team and this individual has the opportunity to make a large impact on a growing company. **Please submit a resume and cover letter.** Due to the high volume of applicants, we are able

to only contact those who are selected for an interview. This is a full-time salaried position based in our HQ in Ivy City, DC.

**Please email your application to [jobs@appntd.com](mailto:jobs@appntd.com).**