



Marshall Music Co.

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|-----------|----------------------|---------------|----------------------------|
| Job Title | Online Store Manager | Position Type | Full Time |
| Location | Lansing, MI | Reports To | Director of School Service |

Position Summary

This position's primary function is to ensure that online rental orders and online accessory orders are filled correctly and in a timely fashion.

Role and Responsibilities

Online Rental Fulfillment

- Analyze online rental fulfillment processes and procedures and implement improvements to ensure a profitable and streamlined approach
- Check online rental queue daily to ensure timely order fulfillment; more frequently during the busy months
- Prioritize online contracts waiting to be filled based on the branch location and the day the Road Representative is visiting the school
- Create and update a master list of what instruments are needed to fulfill daily orders
- Label and organize all instruments and accessories ready to be sent out; placing instruments on the proper shelf
- Process payments for orders and fill slips to complete orders
- Monitor the online rental email and phone line to address questions or complaints about products, policies, or shipping methods; or direct inquiries to the appropriate person
- Contact customers and resolve payments when their payment didn't go through
- Coordinate with Branch Store Managers when contracts need to be filled at other locations
- Proactively identify product shortfalls and coordinate with various departments to overcome shortfalls
- Oversee and train individuals to assist with online fulfillment
- Other duties as assigned

Online Accessory Order Fulfillment

- Analyze online accessory order fulfillment processes and procedures and implement improvements to ensure a profitable and streamlined approach that's responsive to customer demands
- Check online orders daily to ensure timely order fulfillment; more frequently during the busy months
- Pull product to fill customer online orders
- Label and package online orders for direct shipping or delivery to a store or school
- Manage online product selection and inventory levels
- Communicate with Director of Purchasing on inventory needs or changes
- Integrate online retailing strategy with physical retailing operations
- Maintain inventory of shipping supplies; such as boxes, tape, packing materials, etc.
- Deliver email confirmation of completed transactions and shipment

Marketing/Development

- Develop and execute strategies for marketing online services
- Work with Director of School Service and Branch Store Managers to implement online services regionally
- Compose descriptions and images of merchandise for posting to online storefront
- Design customer interface of online storefront
- Create and maintain database of customer accounts

Knowledge/Skills/Abilities

- Must be proficient with the Marshall Music online rental fulfillment system
- Understanding of and ability to complete Marshall Music rental contracts
- A minimum of 2 years of experience in school-service-related activities
- A minimum of 1 year of experience in inventory-related activities
- Familiarity with Vortx or similar web-design software systems
- Familiarity with AIMS Active-E modules
- Ability to train and lead a team of 2-3 employees
- Familiarity with UPS and USPS shipping services and software
- Basic understanding of band and orchestral instruments and accessories
- Ability to independently develop and improve e-commerce systems and related logistical procedures
- Capable of lifting 30lbs
- Maintain a valid Michigan driver's license
- Must work in the Lansing store location