



Job Description

Taylor Shellfish Farms

Job Title: Customer Service & Marketing Administrator, Ecommerce (Shelton, WA)

Taylor Shellfish Farms is one of the largest producers of farmed shellfish in North America. The company is quickly growing in sustainable shellfish farming with new techniques and innovative growing methods.

The Customer Service & Marketing Administrator will be responsible for marketing, maintenance, and fulfillment of the Taylor Shellfish Farms ecommerce business. The administrator will be responsible for developing ecommerce promotional marketing campaigns, answering all customer service related calls and email and further development of the ecommerce product line. In addition, the position will work with the shipping team to order, pack and ship direct to consumers and chefs while meeting Taylor Shellfish's quality guidelines.

Major Duties, Responsibilities and Priorities

- Work cross-functionally with marketing and finance to develop profitable promotional campaigns and new products.
- Manage the ecommerce item listings on the website which includes writing creative descriptions, how to enjoy, pricing and inventory levels.
- Answer all ecommerce customer calls and emails in a timely manner.
- Investigate and report any operational/technical issues arising with the ecommerce site.
- Evaluate approaches & strategies to improve website sales conversions & customer engagement.
- Research online shellfish shopping trends, maintain advanced knowledge of competition, emerging trends and possible opportunities.
- Order shellfish product from our processing plant necessary to fulfill daily orders.
- Pack and ship all direct-to-consumer and direct-to-chef packages on-time and with excellence.

- Communicate with FedEx and UPS to make sure disputes are resolved.
- Continually challenge the way we operate and find more effective ways to deliver the freshest product to our customers.
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Required Knowledge, Skills Abilities

- Microsoft Office Outlook, Word and Excel experience
- Must have an entrepreneurial spirit, able to develop new procedures with little direction
- Excellent communication and writing skills
- Able to work in team environments
- Attention to detail
- Can handle the stress of a fast-paced environment with composure
- Must be willing to work packing boxes in a refrigerated facility

Education and Experience

- High School Diploma/GED required, 4-year college degree preferred
- Experience with Customer Support Required
- Previous Marketing experience preferred
- Previous shipping and/or ecommerce experience preferred

Physical Demands

- Employee must be able to stand for extended periods of time, up to 12 hours
- Able to lift and move boxes weighing up to 50 lbs.
- Employee needs to be able to perform repetitive twisting, pulling, pushing and lifting.

Compensation

- Hourly rate depending on experience.
- Full Benefits including health, dental, vision, 401K and paid personal time off.

Benefits

- Health Insurance is available after sixty days of becoming full-time non temporary employee. The employee is eligible for insurance at the current allowable coverage.
- The employee is eligible for 401K after two full months of work prior to July 1st or January 1st and must be over 21 years old.