



Representative, Marketing and Sales/Customer Service

Location: Smithtown, New York

Flexible work arrangements are available

Overview

The Marketing and Sales Representative provides administrative and clerical support to ensure the efficient operation of the company. We work with social media, eBay, Amazon and a website builder/shopping cart. Employees are required to make constant updates and edits to item listings and content.

Primary responsibilities include marketing, communication, and brand development by increasing the awareness, commitment and engagement of clients and social media followers. You will also be responsible for filing, dealing with correspondence, maintaining data using computer or manual systems, and other general office duties. Your work will provide support to the office team and our sales.

Responsibilities

- Increase online sales through the company website and e-commerce market places such as eBay and Amazon
- Consistently create, edit, upload, and maintain item listings on product pages on the company website
- Manage creative content to keep our clientele and followers engaged by updating social media posts multiple times a week
- Conduct online research on certain products/items, companies and other general field related matters
- Greet, assist, and engage customers to help ensure sales
- Maintain working knowledge of products and services offered by the company to become a brand ambassador of the company in daily interactions
- Respond to customer feedback and requests, via all means (direct mail, email, phone calls, in person, social media, etc)
- Compile records of all office activities in an organized manner
- Update and sustain databases by checking and entering data as needed
- Prepare and send outgoing mailings and packages to assure timely deliveries
- Maintain a neat and tidy office area
- Assist in opening, setting up, and closing of office as needed (requires some lifting)
- Perform other job-related duties as assigned

Qualifications

Education and Experience

- High School Diploma or equivalent required, Bachelor's Degree preferred
- Knowledge of social media platforms, including Facebook, Instagram, Twitter, and Google+



- Knowledge of e-commerce platforms, including eBay and Amazon
- Working knowledge of diamonds, gems, coins, and metals is beneficial
- Proficiency with computer applications including MS Office, email systems, and navigating the internet
- Minimum of one-year office management experience preferred
- Item photography experience is a plus
- Sales and marketing experience are a plus

Key Competencies and Skills

- Ability to multi-task and prioritize work
- Excellent time management skills
- Numeracy skills
- Organizational and planning skills
- Data management skills
- Attention to detail and accuracy
- Strong customer service skills
- Team work
- Communication skills - verbal and written
- Confidentiality
- Effective IT skills
- Exceptional telephone manner

How to apply

To apply, please [click here](#). You may also visit our [careers page](#) for more information.