



## JOB DESCRIPTION

**Job Title:** Print on Demand (POD) Project Manager (Ecommerce Specialist)  
**Facility:** Brooklyn Park  
**Department:** Client Services  
**Reports to:** V.P. of Client Services

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### SUMMARY

IT Ecommerce Specialists work closely with ENPOINTE Information Technology (IT) staff and collaborate with the sales, fulfillment, and production teams to deliver service-oriented solutions to internal and external customers.

This role includes a focus on these objectives:

- Serve primary B2B customers and occasionally system users.
- Manage and help build managed processes and sites.
- Website administration and product set- up.
- Monitor and fix anomaly orders.
- Marketing list acquisition per client requests.

This role is chartered with establishing personal priorities while balancing support and project deliverables. The IT Ecommerce Specialist is hands-on and thoroughly involved in B2B client solutions and project delivery, which includes constant review of incoming requests, workload re-distribution needs, project plans, change control practices, internal procedures, and process standards. It is imperative for this person to have strong communication, organizational, and collaboration skills and a good understanding of standard IT industry practices.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include but are not limited to the following. Other duties may be assigned as needed.

- Communications
  - Develop trusting relationships with a portfolio of clients to ensure customer loyalty with our company.
  - Acquire a thorough understanding of key customer needs and requirements.
  - Work in a small team of technology-oriented service providers, ranging from ecommerce specialists to website support team.
  - Assist IT Development and other IT Services team members in troubleshooting website issues in a timely manner.
  - Perform as customer contact for website support and maintenance activities. In addition to internal clients, this role has heavy focus on both ENPOINTE clients and/or their agents.
  - Serve as the link of communication between customers and internal teams.
  - Escalate the level of service response to internal and external staff with a sense of urgency.
  - Expand the relationships with existing customers by proactively proposing solutions that meet their objectives.
  - Having the capacity to beat deadlines or work within time constraints is essential.
  - Ensure the correct products and services are delivered to customers in a timely manner.
  - Respectfully share ideas and thoughts for bettering workflows – quality and productivity.
  - Continually monitor, update, and maintain the ENPOINTE database of support requests through our IT ticketing system.

- Have a proactive approach when it comes to problem solving and be able and willing to apologize and correct a mistake when one is made.
  - Develop and maintain user manuals and guidelines.
  - Train end-users to operate new or modified programs.
- Administration and Projects
  - Perform quality assurance (QA) testing of software, output data, output graphics and printed output with the highest degree of accuracy. Conduct internal testing of custom websites for compliance to customer defined requirements.
  - Perform various tasks related to customer website applications and automation workflows to assure production deadlines and delivery expectations are met.
- Use and Administration of Systems
  - Use a wide range of software systems including building security systems, telephone & voicemail, systems, online training systems, copier/printers, list acquisition systems, ERP systems, and content management systems.
  - Manage system configuration changes, software upgrades, software maintenance, user administration, etc.
  - Understand your role in the companies' Quality Management System regarding ISO.

## QUALIFICATIONS

- 5+ years working experience in a B2B customer service role.
- Excellent communication skills.
- Assertive and proactive service evangelist.
- Demonstrated experience providing customer service with a highly professional attitude.
- Working knowledge of print production, personalization, mailing and shipping processes.
- Ability to effectively manage complex projects and the work being performed by others while providing continuous communication with all stakeholders.
- Functional experience in at least one of the following responsibilities:
  - Knowledge of ecommerce and web design
  - Project management
  - B2B client interaction and support
  - Graphic file manipulation
  - List acquisition
- Demonstrated excellent problem-solving skills with a proactive approach at identifying problems and resolving them.
- Solid attention to detail.
- Ability to learn quickly without formal training.
- Team player who actively participates in continuous improvement activities.
- Strong experience in Microsoft Office desktop suite and proficient within Windows operating systems.
- Strong overall technical proficiency and aptitude.

## PREFERRED

- Four-year college degree or equivalent experience.
- Professional writing skills.
- Experience in e-commerce customer service.
- Experience with professional graphics manipulation software.
- Two or more years of experience in B2B customer service in a technology-oriented environment.
- Experience in commercial/digital printing and/or mailing services.

## PHYSICAL REQUIREMENTS

- Constant strong communication, sitting, and working on a computer.
- Frequent walking & standing.
- Occasional lifting 20+lbs, pulling, pushing, bending, reaching, kneeling, stooping, climbing stairs.

*Occasional: Occupation requires this activity up to 33% of the time (0 - 2.5 hrs./day of 8-hour day)*

*Frequent: Occupation requires this activity from 33%-66% of the time (2.5 - 5.5+ hrs./day of 8-hour day)*

*Constant: Occupation requires this activity more than 66% of the time (5.5+ hrs./day of 8-hour day)*