

Weitzman National Museum of American Jewish History

E-Commerce Manager

Part-time, approx. 25 hours/week, potential for full-time w/benefits (Freelancers welcome to apply)

Description

Reporting to the Managing Director of Business Operations, the [Weitzman National Museum of American Jewish History](#) seeks a candidate to create content, post new products, keep the website creative and fresh, and perform day-to-day site maintenance for the [Museum's Store](#). The E-Commerce Manager works closely with the Managing Director of Business Operations and shares responsibility for maintaining site content, maximizing revenue, and order fulfillment. Partnering with other internal constituents and providing digital material for collaborative promotions will be required. This is a part-time position with the potential of being full-time if the candidate meets the qualifications and is interested in working in the retail store in addition to their E-Commerce responsibilities.

Essential Duties

- Create categories, products, menus, and display options to optimize revenue potential.
- Curate, crop, and edit product photos.
- Provide well-written, creative product descriptions and specs to maximize their online potential
- Manage the content of the Shopify platform to improve user experience.
- Manage image files on the web by collecting and modifying images from manufacturers. Color correcting, touch-up, and image resizing for output to web and print.
- Create and manage promotional emails and newsletters
- Provide support to the Retail Buyer and Store Manager as needed
- Work closely with the Managing Director to identify product trends and develop promotions and marketing strategies.
- Make sure e-commerce initiatives are supported from a fulfillment and inventory perspective.
- Occasionally process and fulfill orders
- Provide customer service and technical support
- Convey a consistent brand image and web presence that attracts customers, produces web sales, or drives traffic to the Museum.
- Maintain product and marketing placement to capitalize on seasonal opportunities.
- Assist in store support as assigned

Required Skills/Qualifications

- Minimum two years of E-Commerce experience required, able to manage 2000+ SKUs and brisk order volume.
- Ability to photograph store displays and merchandise and edit photos for promotional use (smart-phone photos are fine)
- Excellent written, phone, and communication skills
- Efficiency and organizational aptitude
- Exceptional customer service
- High energy level and ability to work under stress
- Extreme proficiency in Microsoft Office, Adobe Creative Suite, InDesign, Shopify, Google Workspace, Canva
- Proficiency in creating and managing promotional emails and newsletters using Email marketing platforms, including MailChimp, Active Campaign, and Constant Contact

Experience

- Experience using Shopify and Shopify POS, or very similar online platforms required
- Previous experience in brick & mortar retail, sales, or customer service-based environment preferred
- Design, computer design, and Illustration experience a plus
- Relevant product knowledge and familiarity with Judaica preferred but not required
- Social media proficiency, Meta Business suite, & short-form video editing experience a plus

Physical and Other Requirements

- Ability to lift and carry 30 lbs.
- Ability to stand for prolonged periods
- All employees working on the Museum floor and during public events are required to provide or complete background checks and child abuse clearances.

Compensation

This position is part-time, approx. 25 hours/week, potential for full-time w/benefits (Freelancers welcome to apply)

Providing visitors with an optimal experience that enhances their overall Weitzman visit is our top priority, whether virtual or in person. We work as a team with other departments, and employees are expected to perform cross-functional tasks as assigned by their supervisor. This job description describes the general nature of the position but does not include all duties.

Please submit resume with salary requirements to: employment@theweitzman.org

About the Museum

The Weitzman National Museum of American Jewish History, located on Historic Independence Mall, brings more than 360 years of American Jewish history to life. Tracing the stories of how Jewish immigrants became Jewish Americans, the Museum invites visitors of all heritages to share their own stories and reflect on how history and identity shape and are shaped by the American experience. An open door for all, The Weitzman honors the past and propels the future by fueling imagination and ideas, culture and community, leadership and service, in ways that turn inspiration into action.

The Weitzman is an equal opportunity employer that is committed to workplace diversity and to providing employment opportunities to all qualified applicants without regard to race, color, religion, age, sex, sexual orientation, gender identity, national origin, marital status, parental status, or veteran status.